JOB PROFILE

Post Title: Pensions Assistant

Post No: A00582

The Pensions Assistant is responsible through the Pensions Supervisor, for assisting with the administration of the Local Government Pension Scheme. This includes receiving and processing applications to join the Pension Scheme and assisting in the administration and maintenance of the Pensions Administration System to ensure an efficient service delivery.

Specific tasks of the Pensions Assistant will include:

- To create, maintain, and update information on the Pension Administration System.
- To create, maintain and update information in various excel spreadsheets.
- To calculate Full-Time Equivalent pension percentages in respect of part-time staff with single and multiple employments/employers.
- To check information received from outside Employers' who participate in the Council's Pension Scheme.
- To check annual Pension Increase has been accurately applied to the Pensioners Payroll.
- To access both the CHRIS System and the CHRIS Employee Payment History database to obtain salary information.
- To raise Pension Fund electronic payments in respect of Pension Refunds and paying Pension Fund invoices as well as raising Pension Fund invoices.
- To file all pension data/information in members personal files.
- To respond to general queries, both via telephone and in writing, from scheme members/departments and outside bodies in respect of pension administration matters.
- To provide holiday and sickness cover for payroll/pension colleagues as required.

From time to time the postholder may be required to undertake duties outside those specified.

PERSON SPECIFICATION

Post Title: **Pensions Assistant**

Post No: **A00582**

This person specification describes the values and attributes of a suitable candidate for our role. Through the recruitment & selection process we shall be looking for evidence that you understand, share and can demonstrate our values and possess the essential attributes.

Our Values

In Shetland Islands Council, **Excellent service** is at the heart of everything we do. We provide **excellent service** by **taking personal responsibility** and **working well together**. We demonstrate this by;

1. Providing an excellent level of service, by making sure we understand, meet and manage our service users' needs.
2. Having a positive attitude and taking our responsibilities as employees of the council seriously. Working in an open and honest way, reflecting on our performance and looking for opportunities to improve and develop.
3. Demonstrating a positive attitude by being open-minded, fair, respectful, trustworthy and honest.

For more detailed information on the Council's Values, please visit the Shetland Islands Council's website and search for 'Our Values'

	Essential	**Desirable**
Personal Features / Qualities	Capacity to work under pressure to meet daily, weekly and monthly deadlines. Prioritise workloads to ensure deadlines can be met. Accuracy when carrying out bulk data input and/or calculations. Ability to work as part of a team	Ability to understand and apply policy and procedures pertaining to Local Government Pension Administration. Ability to learn and adapt.
Relevant Experience	Previous relevant experience of working in a financial environment.	Previous experience of working in a pensions administration environment. Experience of electronic Pension, Payroll and HR Systems.
Education	Possession of an SVQ2, Highers or equivalent.	
Skills, Abilities and Knowledge	Communication skills, including tactful and confidential handling	Knowledge of Local Authority Payroll.

of pension information/queries, including written communication.	
Familiarity with PC packages (Excel, Access and Word).	Familiarity with computerised Local Government pension systems.

Allowances: Distant Islands Allowance
Evaluated Grade: F
Date of Evaluation: 04/10/2010
Category: Business Support
PVG Membership: -
Register of Employee Interests Requirements: Amend as required
Disclosure Check: -
Pre-Employment Medical Questionnaire: -
Date of Last Amendment: 04/11/2026