Northern Ireland Local Government Officers’ Superannuation Committee

Job Description

Job Title: Operations Manager – Pensions

Job Objective: To lead, motivate and develop staff and supervisors within the Pensions Administration team to achieve a high quality service to members, employing authorities, deferred pensioners and other third parties.

Reports to: Services Manager

Responsibilities: Service Delivery

- Assist the Services Manager in ensuring that NILGOSC, in terms of pension administration, complies with the Local Government Pension Scheme regulations, other relevant statute and good practice.

- Work and collaborate with Pensions Administration Supervisors and staff to ensure that:
  - a uniformly high quality of service is delivered across the team.
  - accurate information regarding the Scheme’s benefits and estimates of potential payments to Scheme members is provided; and
  - payments are processed accurately and promptly in accordance with agreed targets and HMRC requirements.
  - accurate and complete records of the Scheme’s members are maintained in order to make correct payments in compliance with Local Government Pension Scheme regulations and associated legislation e.g. HMRC.

- Work and collaborate with other relevant sections as required to ensure resources are shared effectively and high standards of service are maintained.

- Communicate and liaise with members, prospective members, deferred pensioners, employing authorities, HMRC, DSS, AVC Investment Managers and other third parties. This activity will include the provision of seminars, training sessions and writing scheme literature.

- To ensure that ill-health reviews are processed and complaints are resolved in full compliance with NILGOSC procedures and Scheme regulations. Liaise with Scheme members and external parties as required e.g. The Pension Advisory Service (TPAS), the Pension Ombudsman and Committee doctors as appropriate.

Team Management

- Lead, motivate and proactively manage the Pension Administration team including the allocation and prioritisation of work, the monitoring of quality and accuracy, and the achievement of agreed performance standards.

- Develop and encourage effective team work to improve the efficiency and effectiveness of service delivery.
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- Lead regular meetings with the team Supervisors.
- To ensure that each team member is appraised, trained and developed to their full potential and in compliance with NILGOSC policies.
- To ensure that each team member is managed in compliance with NILGOSC’s performance management and absence management policies.
- To continuously review team processes and procedures to ensure the optimum use of resources and the achievement of a high level of stakeholder satisfaction, in line with best practice.
- To provide accurate and timely management reports and statistics as required.
- To provide technical assistance and guidance to staff on complex and ambiguous pension related queries.

Other duties

- To plan and manage projects as required.
- To facilitate and/or participate in all aspects of the recruitment and selection of staff to NILGOSC.
- To represent NILGOSC at external events e.g. Conferences, technical or user groups.
- To undertake any other duties as reasonably directed including the interchange of duties to cover the leave or absence of other staff and deputising for the Services Manager if/when required.
- Undertake responsibilities and process information/data in accordance with NILGOSC policies and procedures relating to information management (e.g. data protection, FOI and information security).
- Support NILGOSC’s Equal Opportunity and Equality and Diversity policies and procedures; be sensitive to other people’s abilities, backgrounds, values, customs and beliefs; and promote a positive working environment in NILGOSC.