

# Pensions Officer Apprentice

<b>Service</b>	People Services – HR – Pensions
<b>Location</b>	Hybrid
<b>Salary</b>	£10.18 per hour
<b>Working week &amp; Hours</b>	37 hours – including college attendance/qualification work
<b>Contract type &amp; Duration</b>	Fixed-term Apprenticeship 21 months includes end point assessment
<b>Reporting to Manager</b>	David Blackburn – HR Partner – Pensions
<b>Eligibility to apply</b>	<p><b>Please note you are only eligible to apply for this role if:</b></p> <ul style="list-style-type: none"> <li>• You have been resident in the UK for at least 3 years (there are some exceptions to this, so applicants will need to be considered on a case-by-case basis as required).</li> <li>• You are not in full time compulsory education and are 16 or over by the time you start the Apprenticeship.</li> <li>• You are able to meet the entry requirements of the qualification and to undertake the studying and coursework required to complete the course.</li> </ul>

## Apprenticeships with Kirklees Council

If you are looking for hands on experience and learning on the job, then an apprenticeship could be the right route for you. An apprenticeship with Kirklees Council will help you on your journey to grow your career alongside working towards a qualification. As an Apprentice Pensions Officer, you will be required to complete 21 month training programme that will cover all aspects of the role and will be delivered through attendance and blended learning delivered by a registered training provider. Please use the following link for more information on the training programme. [Workplace pensions \(administrator or consultant\) / Institute for Apprenticeships and Technical Education](#)

We are committed to recruiting a diverse workforce and would welcome applications from underrepresented groups.

## Job Purpose

You will work as an Apprentice Pensions Officer. You will be required to complete a 21 month training programme that will cover all aspects of the role and will be delivered through attendance at college or other distance learning methods delivered by a training provider. You will complete a Workplace pensions Apprenticeship and you will gain Level 3 qualification.

College attendance and successful completion of these studies is an essential requirement of this Apprenticeship and is monitored and reviewed as part of the Apprentice role.

## **Develop your pensions experience with a customer-focused team!**

### **The Role:**

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work.

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative wherever they work. We want our employees to reflect our communities and celebrate our diversities.

The role is based within People Services, and you will have direct interaction with Human Resources (HR), HD One (Payroll), Employee Health Care (EHC) and wider Council Services, helping to develop an effective, solution-based HR Service for the Council and Schools.

You will specialise in advising on the Local Government Pension Scheme (LGPS), Teachers' and NHS Pensions. The role is varied and interesting, you will be dealing with employees and helping them with queries they have about their pension ranging from benefits of being in a pension scheme to retirement flexibilities and everything in between. You will liaise with individuals on a daily basis, helping employees and other HR Colleagues understand more about the pension scheme provisions and flexibilities. You will respond to phone enquiries and email queries from the appropriate pension schemes (LGPS, Teachers' etc).

You will provide a customer focused delivery in the processing, calculation and payment of pension benefits. Over time, you will develop a sound knowledge of the scheme and will take on more complex queries. At every stage, your input, and ideas for improving the service will be welcome.

Strong analytical, numerical and communication skills are essential, as is the basic ability in Microsoft Office applications such as Word and Excel. Well organised, you will demonstrate attention to detail and will be confident dealing with a range of enquiries on the phone and face to face. You must also be willing to work as part of a team.

You will be comfortable working with figures and undertaking calculations to ensure that employees pension benefits are calculated accurately and in a timely manner.

You will be able to use/develop organisational skills to manage your own workload, exercising good judgement and initiative to prioritise work and working to deadlines.

The role is very specialist and unique, working within a small team. You must be able to demonstrate the skills where you can be supportive, helpful and can communicate well. At times, you will be dealing with sensitive issues (i.e., ill health, deaths in service) so you must be able to always demonstrate sensitivity and confidentiality. We are there to help employees and you will gain fantastic job satisfaction from being able to assist them in enhancing their knowledge of the pension schemes.

The right behaviours and attitudes are as important to us as the skills you bring to the job, and we are working hard to create the right behaviours and attitudes for the Council today and for the future.

## **What we need you do:**

- Process all pension data in an accurate and timely manner and in accordance with stated statutory and contractual timescales. Apply and interpret pension scheme rules, conditions of service, legislative requirements pertaining to pensions. Provide a specialist, professional service to all the Council's employees and pensioners and contribute to the delivery of a high-quality service whilst ensuring compliance of the legislation of the schemes and data protection requirements.
- Work closely with managers, learning their business and forging strong relationships to enable you to provide the best advice to them on the councils' pension schemes.
- Provide advice to managers and trades unions on all implications of proposed and actual statutory changes to the various pension schemes, you will help to deliver guidance and interpretation in respect of all pension matters.
- Make effective use of the IT systems and understand the needs of the Council. Understand the principles and requirements of the General Data Protection Regulations and apply these to the handling of confidential information regarding scheme members and employers.
- Respond flexibly and manage changing priorities ensuring that the customer needs are met. Engage the customer in a friendly, courteous, prompt and appropriate manner using excellent communication skills to explain the complex legislation of the pension schemes in order to ensure the delivery of high-quality customer service at all times.
- Support services to deal with pension cases and help to alert managers on any retirements that might have financial or HR implications for the Council. Liaise with Employee Healthcare over ill health retirements, you will ensure compliance with the various pension schemes, as well as helping to coordinate our Pre-retirement courses.
- Have knowledge of a number of areas in HR and of HR processes, instilling confidence in your judgement and advice.
- Work as part of a team, contributing to team meetings, attending training events, providing ongoing support to colleagues and information to managers to enable the smooth day to day running of the section. To contribute to the success of the Pensions Team and to perform other duties and responsibilities appropriate to the grade of the post as required by the HR Partner and HR Advisor (Pensions).

In addition, at a higher grade you will be expected to:

- Deal with more complex areas of work relating to the administration of the Local Government, Teachers' Pension Scheme and NHS Pension Schemes administered by Kirklees Council.
- Participate in the planning, design and delivery of staff training.
- Participate or lead in exercises with peers and senior colleagues to improve performance standards of work, good team performance and excellent delivery of service.
- Liaise with peers or other LGPS administrators to share good practice. This may involve accompanying a manager to meetings outside the Council.

## Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

## Key areas of Responsibility

- To provide delivery of the Pensions Transactional Services function on a day-to-day basis and deliver outputs in a timely and accurate manner, subject to direction from the HR Partner/HR Advisor.
- Implement new developments and maintain systems and processes to ensure that the Pensions service delivers its outputs in the most accurate and efficient way possible with direction from the HR Partner/Advisor.
- Liaise with internal and external clients to support query resolution and promote customer satisfaction.
- Respond effectively to customer queries.
- Provide general advice and guidance to customers on Pensions service processes.

## Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Qualifications 5 GCSE's (including English & Maths)	Essential
Recent experience of interacting with the public. Experience of teamwork.	Essential
Uses organisational skills to manage own workload, exercising good judgement and initiative to prioritise work, work to strict deadline and be responsible for own service provision.	Desirable
Able to recognise service delivery requirements and effectively communicate with customers, dealing with correspondence, queries, and requests in a timely and accurate manner.	Desirable

## How to apply

If you would like to apply for this role, click on the **Apply for this Job** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously.

Should you experience any difficulties using the online application system, please email [Council.Apprenticeships@kirklees.gov.uk](mailto:Council.Apprenticeships@kirklees.gov.uk).

Please note that you will be notified of the progress of your application by automatic emails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all emails.

**Privacy Notice** - at Kirklees Council we take your privacy seriously and will only use your personal information within Kirklees Council to support your expression of interest. We will hold the information about you securely, and no longer than reasonably necessary.

**Further information** - If you would like further information about [how-we-use-your-data](#) , please see the privacy notice for Kirklees Council.