

Lead Officer Pensions				Purpose		
Reference No:	A5763			The Lead Officer – Pensions plays a pivotal role in managing the day-to-day operations of the Pensions Administration Team, ensuring compliance with Local Government Pension Scheme (LGPS) regulations and Council policies. This role supports the Team Manager in delivering high-quality service and continuous improvement, while also carrying out staff development. The postholder will lead on complex pension calculations, task allocation, and project implementation, such as national initiatives and legislative updates With a focus on customer service, stakeholder engagement, and regulatory compliance, the Lead Officer contributes significantly to the effective and efficient delivery of pensions services across the Council.		
Service:	Finance (Pensions Division)					
Job Family:	Finance Services	Grade:	FC7			
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Lead the delivery of pensions administration, ensuring compliance with LGPS regulations and employer policies.				Experience in pensions administration; knowledge of LGPS regulations and administration system.	✓	
Completion of government returns, and year end processes associated with pensions administration.						

Role Profile

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	Educated to SCQF Level 8 which includes HND or SVQ level 4 or equivalent in a finance or business management and/or relevant recognised professional qualification or equivalent. Knowledge of Microsoft O365 packages, specifically word and excel Relevant pensions related qualification e.g Chartered Institute of Payroll Professionals (CIPP), Diploma in Pensions Administration	✓	✓ ✓
Lead and support team members by providing direction and guidance while ensuring compliance with Fife Council policies. This involves task allocation, monitoring progress, managing deadlines and open communication. Identifying training needs, supporting development plans and career development.	Ability to lead and manage a team; experience in staff development and performance management.	✓	
Manage complex pension calculations including retirements, deaths, ill-health, redundancy, transfers, divorce and aggregation. This includes checking of these calculations to ensure compliance with LGPS regulations, Government Actuary Department (GAD) guidance and employer policies	Advanced numeracy and analytical skills; attention to detail; ability to interpret regulations.	✓	
Lead on complex projects such as McCloud remedy implementation, I-Connect uploads, Engage and Pension Dashboard and system updates	Project management skills; experience with system testing and implementation		✓
Lead on the triennial valuation process including data cleansing, liaison with the fund actuary and employers.			

E = Essential Criteria D = Desirable Criteria

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Completion of annual actuarial processes such as FRS102 and IAS19 requirements.			
Respond to complaints and queries from members and employers, ensuring resolution and service improvement.	Customer care experience; ability to manage conflict and sensitive issues		✓
Represent the service at internal and external meetings, including national working groups and IT user groups.	Strong communication and stakeholder engagement skills.	✓	
Contribute to strategic planning and scheduling of team activities and workloads.	Experience in forward planning and resource allocation.	✓	
Lead the development and delivery of training materials, training plans, guidance notes and sessions for the team.	Experience in training delivery and documentation		✓
Monitor and improve operational processes, including use of technology.	Change management experience; IT proficiency.		✓
Liaise with internal and external audit			
Maintain and configure the pensions administration and related systems (e.g. Members Self-Serve, Pensions Dashboard and i-Connect). Manage integration with other systems in the Council and employers Including implementing and testing system upgrades.			
	Knowledge of employer payroll systems		✓
Lead recruitment processes where appropriate using the Oracle system			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			
Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
Job Title (Specialists Tasks)			

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N/A			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
- Skills Framework (if applicable) How we work matters	Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values. Please refer to How We Work Matters Guidance to learn more.

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