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# JOB DESCRIPTION

**Job Title:** Business Support Officer - Pensions

**Directorate & Section/Unit:** Finance – Pensions Administration

**Reporting to:** Senior Pensions Officer

**Responsible for:** N/A

**Salary Grade:** Scale 4

**DMA Management Level:** Frontline

**DMA Span of Control (Direct Reports):** N/A

**Our People Values:**

To uphold and act in accordance with Worcestershire County Council's values:

* ***Customer Focus -*** Ensure delivery of a high-quality service which meets the needs of

 customers

* ***Can Do Culture -*** Be proactive to achieve excellence, finding solutions and creative

 ways of working

* ***Freedom within Boundaries -*** Make constructive change through cohesive decision making,

 ensuring services are responsive.

## Purpose of job:

* To provide an effective, high performance, customer focussed business support service that is continuously improving and striving to achieve better outcomes within the Council's Pension Fund operating model.

## Main Activities & Responsibilities:

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* To provide a confidential, accurate, efficient and proactive business support function within the Pensions team.
* To work as part of a business support team, providing cover when needed, and ensuring the team is proactive, responsive, flexible, efficient and has a strong customer focus.
* Handle a range of administrative work in support of the service including the drafting and preparation of documents, writing minutes, preparing power point presentations, handling enquiries coming into the service, organising meetings and events.
* To assist and respond to Freedom of Information and Subject Access requests.
* To deal with correspondence, both incoming and outgoing, responding directly to queries and ensuring that information is recorded and appropriately filed.
* To assist with specific projects as directed/on behalf of senior managers and consistent with the general level of responsibility of this job.
* To ensure that Authority and Pension Fund administrative procedures operate effectively and are in accordance with the Constitution, scheme of delegation and key policies.
* To support with the development and introduction of Pension Fund and Corporate initiatives and the management of associated cultural change.
* To work with business support colleagues in other teams across the Council to assist with the development and monitoring of Finance, Pension and Council systems as required by senior managers and support the implementation of corporate standards and initiatives.
* To take personal responsibility for remaining aware of the relevant key issues including those of the Corporate and Directorate Plans.
* To exercise absolute integrity regarding confidential matters dealt with by this post.

## Generic Accountabilities:

* To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
* To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
* To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate’s Health and Safety Policy.
* The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council’s Equality and Diversity Policy.
* The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

## Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Assistant Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all Directorates, Project Staff.

External: District & County Councils, Suppliers, Schools, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, members of the public, volunteers.

## Additional Information:

* The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.
* Reasonable adjustments will be considered as required by the Equality Act.

Author: Michael Hudson Date: 26th July 22

 Date of grading confirmation: TBC

\* WCC is aiming towards a 5-level management organisational structure with level 5 being the Chief Executive.

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# PERSON SPECIFICATION

**Job Title:** Business Support Officer - Pensions

**Directorate & Section/Unit:** Finance – Pensions Administration

**Salary Grade:** Scale 4

## EXPERIENCE:

It is **essential** that the post holder has:

* Considerable experience of working in administration.
* Considerable experience of using Microsoft Office.
* Considerable experience working in a customer focussed environment.
* Considerable experience of coordinating tasks.
* Demonstrable experience of working with data.

## KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

* Detailed knowledge of administration.
* Detailed knowledge of maintaining administrative records.
* Detailed knowledge of Microsoft Office and using it to produce and manage data.
* The ability to extract, present and convey accurate information.
* The ability to identify and remove barriers in processes and practices.
* Ability to work to deadlines and within defined quality standards.
* Ability to deal sensitively and appropriately with confidential information.
* The ability to produce documentation in a clear and concise way and to a range of audiences.
* Strong personal and inter-personal skills and the ability to develop and maintain effective partnership working.
* Resilient and deals positively with change.
* Works flexibly, efficiently and effectively, reducing costs and eliminating waste.
* Takes ownership of own work area and personal development.
* Committed to excellence.
* Strives to build effective working relationships with team members and stakeholders.

It is **desirable** that the post holder has:

* Working knowledge of Freedom of Information and Subject Access requests.

## QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

* A level 3 qualification or equivalent compensatory experience.

It is **desirable** that the post holder has:

* A Level 1 qualification in Essential Digital Skills or evidence of excellent IT skills in Microsoft Office.

## ADDITIONAL INFORMATION

It is **essential** that the post holder has:

* The ability to maintain confidentiality as appropriate.
* Willingness to be flexible in hours worked and to accommodate peaks in workload.
* A commitment to equal opportunities and anti-oppressive strategies in employment and service. delivery.
* A commitment to providing a high standard of customer service.
* A commitment to Continuing Professional Development.
* Commitment to work as part of a team.

Author: Michael Hudson Date: 26th July 22