Staffordshire Police - Role Profile

Pension Policy & Compliance Assistant

Grade/Rank:	F
Directorate:	People and Resources
Reports to:	Compliance Officer
Direct Reports:	N/A

Role Purpose

Assist in the provision of professional support, advice and guidance to Staffordshire Police, Staffordshire Fire and Rescue and the Commissioner's Office in line with respective law, policies and procedures. Responsible for supporting colleagues and managing processes on pensions (for recruitment, ill-health retirement casework, injury pensions and other pensions matters) and data management (for GDPR, data requests and data protection) to deliver an excellent, cost efficient and effective service. The role requires an understanding of relevant legislation and case-law.

The post holder will be based at Police Headquarters, Weston Road.

Key Tasks and Responsibilities:

- Assist in the provision of specialist advice, guidance and support to HR and payroll practitioners and senior managers on good practice and pension regulatory compliance regarding fitness to join and ill health retirement.
- Assist with the administration of pension casework for ill-health retirements, injury benefit claims and reviews, and deferred member casework. There may be the occasion where HR Recruitment may need assistance with pension issues.
- Collate technical data as required by the Police Pensions Board.
- Work with Occupational Health to ensure compliance with law and regulations relating to ill-health retirement, pensions casework and data protection.
- Support the Pension Policy Compliance Officer on matters relating to pensions remedy.
- Assist with the management of pension complaints and related casework, including preparing correspondence and tracking progress.
- Ensure maintenance of accurate pension casework data, responding promptly to Rights of Access requests and Freedom of Information requests; ensure that responses to such requests are legally compliant.
- Ensure adherence to legal obligations especially on pensions, data security and provide advice and guidance on legislation, regulations, employment law;, pension/case law and policy interpretation.
- Work with Human Resources to develop processes, learning and best practice, including tools and templates for other practitioners.
- Support the learning and development of colleagues in technical changes, e.g. in pensions, ill-health retirement and data protection.
- Research the wider business context and identify developments and changes which will improve service delivery.

- Promote a professional environment and develop relevant skills, knowledge and competence.
- Assist the Pension Policy Compliance Officer with the Procurement Section in the preparation, evaluation and moderation of tenders and service reviews of contracts.
- Assist in the maintenance of accurate pension casework data, responding promptly to Rights to Access requests and Freedom of Information requests ensure that responses to such requests by HR Support are legally compliant.
- Support the PPCO with preparation for court hearings on behalf of the organisation.

And to be accountable for: (i.e. responsibilities held by others but measured and owned by this role)
- Timely and effective management of pensions, injury benefit and Internal Dispute Resolution Procedure casework.
- Timely and accurate responses by People Services to Right of Access and Freedom of Information Requests.

Behaviours

The Behavioural Competency Framework (BCF) has six competencies that are clustered into three groups. Under each competency are six levels that show what behaviours will look like in practice.

This role should be operating at the following levels:

Resolute, compassionate and committed

We are emotionally aware		Valuing Diversity	2
		Managing Sensitivities/Political Savvy	2
We take ownership		Customer Service	2
		Maintaining Accuracy/Sustainable Working	2

Inclusive, enabling and visionary leadership

We are collaborative		Partner Working	2
		Managing Complexity/Strategic Planning	2
We deliver, support and inspire		(self) Leadership	2
		Supporting Colleagues/Coaching & Mentoring	2

Intelligent, creative and informed policing

We analyse critically		Problem Solving	2
		Situational Judgement	2
We are innovative and open-minded		Continuous Improvement	2
		Futurology	2

Education, Qualifications and Experience	
Essential	**Desirable:**
• Previous experience of working in a human resource environment and ideally have some understanding of pension administration. • To have or to be working towards CIPD (Level 3 or equivalent)or be willing to do. • Demonstrate by a proven track record experience of working in a pension/human resource environment. • Be able to demonstrate excellent written and interpersonal skills and the ability to challenge constructively with a positive outcome. • Demonstrate by proven track record the ability to prioritise and manage own workloads which includes competing demands and none negotiable deadlines. • Ability to identify any improvement within the pension arena to identify recommendations/solutions. • Effective team working skills and the ability to work independently with minimum supervision using your own initiative. • Proven ability to build effective working relationships at all levels of the organisation and with external partners. • Good level of communication, negotiation and influencing skills and be able to manage difficult or stressful situations. • Use of IT systems including Microsoft Word, Excel, PowerPoint, Outlook and networked systems.	
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Skills Matrix (See Skills Matrix)

Essential:	Desirable			
Leadership Passport Level	Practitioners & Team Leaders	1st Line Mngrs	2nd Line Mngrs	Senior Mngrs
	1	2	3	4

* Indicates that training will be provided as part of the role in this skill

CPD Requirements

- Continual update and maintenance of CPD relating to pensions, case law and data management.

Professional Registration/Licences

Special Conditions

Own car for business use	Yes have full driving licence and access to a vehicle
Higher level vetting required	No
Requirement to wear Uniform	Np
Requirement for post entry training	No
Fixed Hours	No
Weekend working expected	No
Shift allowance	No
Fixed term or temporary role	No
Politically Restricted	No
On call/standby rota	No
Flexitime Role	Yes (Mon – Fri)

Notice Period	1 week	28 Days	**1 month**	3 months	

As part of the limited duties profiling, this role has been identified that the role holder must be able to fulfil the following core capabilities. To meet the Equality Act (2010) reasonable adjustments will be made wherever practicable.

Limited Duties

Sit for reasonable periods(consider impact of driving) a1	x	Evaluate information (d1)	x
To write(a2)	x	Record details (d2)	x
Read(a3)	x	Exercise reasonable physical force in restraint & retention in custody (e1)	
Use the telephone(a4)	x	Understand information (f1)	x
Use(or learn to use IT)(a5)	x	Retain information(f2)	x
Run reasonable distances (b1)		Explain facts & procedures (f3)	x
Walk reasonable distances (b2)		Work the full range of shifts	
Stand for reasonable time (b3)		Shift - Earlies (g1)	
Make decisions (c1)	x	Shift - Lates (g2)	
Report situations to others (c2)	x	Shift - Nights(g3)	

Agile Profile (See Agile Matrix)					
Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours
4	4	4	4	3	3