

THE CITY OF WOLVERHAMPTON COUNCIL

JOB DESCRIPTION

Job title: Employer Relationship Officer

Directorate: West Midlands Pension Fund

Service: Pension Services

Location: Any suitable location within the City of Wolverhampton

Workstyle: Flexible

Responsible to: Employer Relationship Manager

Grade: 6

Job Purpose and Role: Develop the provision of a pension information service to stakeholders within the pension fund(s) administered by West Midlands Pension Fund and deal with complex employer/admitted bodies casework. Facilitate sharing of information and best practice internally, ensuring that any employer work programmes are responsive to and meet the needs of employers and internal teams. Ensure periodic reviews of liaison between Employers and the Fund – investigating and analysing current Fund processing practice and key issues to identify and suggest improvements and solutions. Provide an account management role for employers proactively using face-to-face meetings; telephone and video conferencing facilities and coaching meetings.

Principal Duties and Responsibilities:

- To be responsible for groups of employers with regard to the provision of pension information, as may from time to time be necessary
- To identify any commercial opportunity for the Fund where it exists, relevant to the role.
- To seek to identify and promote membership of the Fund to employing bodies where relevant.
- To develop and maintain a strategy to improve communication between employers and the West Midlands Pension Fund in line with the Funds Customer Engagement Strategy and Plan, to include customer journey mapping
- To facilitate sharing of information and best practice internally, ensuring that any employer work programmes are responsive to and meet the needs of employers and internal teams

- To ensure strong links are established with employers and contribute to a comprehensive contact programme to raise the profile of the Fund, to include the development of the Employer Peer Group
- To survey, research and analyse employer views, understand their priorities and make recommendations for change to working practices/service provision.
- To keep employers up to date with Fund procedures; provide practical advice and information and help them to network and share knowledge.
- To liaise with employers and the Communications & Events Manager to ensure effective knowledge management across the organisation, to research employer requirements and understand their priorities to influence Fund working practice.
- To work with the Employer Relationship Manager to contribute to service planning for key issues impacting on employer liaison, including increasing employer numbers and potential LGPS reform
- To identify and produce reports against how employer relationships impact on customer service and performance statistics.
- To undertake focussed work with employers on the areas of systems, procedures, processes, training and meetings
- To support the Employer Relationship Manager with the co-ordination and communication of various Employer related policies/strategies such as the Pensions Administration Strategy and the Employer Engagement Roadmap,
- To undertake monitoring of employer performance against policy expectations. and to identify and highlight to the Employer Relationship Manager areas of underperformance and/or non-compliance
- To work with colleagues across the organisation to systematically reflect the views and priorities of employers into the work of the Fund.
- To contribute to the development of organisational processes and systems to ensure efficient and effective delivery of service.
- To undertake to establish/maintain partnership working with stakeholders and to formally ratify agreements annually and liaise with the Fund's other working partners from time to time as required.
- To provide assistance to all scheme employers participating in the Fund in developing and maintaining their separate discretionary policies.
- To prepare relevant information to assist and facilitate Admission Agreements or similar mechanisms for access to the Local Government Pension Scheme including outsourced transferred functions staff.

- To maintain up to date knowledge of legislation e.g. Pensions Regulations, Inland Revenue, DWP and compensation requirements, which affect the administration of the Local Government Pension Scheme.
- To attend Seminars, working parties and meetings as appropriate, and participate in project working group discussions regarding service provision and delivery.
- To assist members and prospective members with decisions relating to their membership of the scheme by providing information on aspects of the Pension Scheme.
- To undertake to performance measure the effectiveness of the fund campaigns from time to time as required.
- To undertake to maintain a working knowledge of the relevant computer software applications.
- To liaise with trade Unions over pension matters as appropriate.
- To provide an out of hour's service (24/7) as required from time to time to individual members/prospective members or hard to reach groups.
- To act in accordance with the Council's Constitution and other Codes of Conduct.
- To participate in staff development, appraisal and training as appropriate, including continuous professional development.
- To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, the Data Protection Act, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City wide priorities.
- To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.
- To participate in the wider development of the service and contribute to service improvement as required.
- Effectively manage and review allocated contracts to ensure the required level of performance and best value is achieved in line with the Council's key strategies as appropriate and training provided.
- Work with key stakeholders when required to effectively manage contracts to achieve the best outcome for the delivery of the Council's objectives as appropriate and training provided.

- The City of Wolverhampton Council is committed to Corporate Parenting.
“Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after.”

Effective date

Signature of jobholder

THE CITY OF WOLVERHAMPTON COUNCIL**PERSONNEL SPECIFICATION****Post Designation:** Employer Relationship Officer**Job Class:**

Job Purpose and Role : Develop the provision of a pension information service to stakeholders within the pension fund(s) administered by West Midlands Pension Fund and deal with complex employer/admitted bodies casework. Facilitate sharing of information and best practice internally, ensuring that any employer work programmes are responsive to and meet the needs of employers and internal teams. Ensure periodic reviews of liaison between Employers and the Fund – investigating and analysing current Fund processing practice and key issues to identify and suggest improvements and solutions. Provide an account management role for employers proactively using face-to-face meetings; telephone and video conferencing facilities and coaching meetings.

FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Qualifications	PMI/CIPP or significant experience of LGPS and employer issues.	Post-Graduate Qualification	Application Form Production of Certificates
Training	Continuation of qualification if part qualified. Attendance at courses and seminars and other training to improve personal skills and knowledge.	Participation in formal continuing professional development arrangements.	Application Form Interview
Experience	Excellent customer relationship management skills. Possesses a thorough understanding of employer liabilities and the impact of employer discretionary policies and decisions. Challenges others to achieve service outcomes by working in partnerships.	Frequently initiates, investigates and evaluates opportunities for continuous process improvement, which will benefit the fund and the employer.	Application Form Interview References

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FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Special Knowledge/Skills	<p>Possesses excellent understanding in the areas of Pensions Regulations past and current application configuration, process, databases and system design principles.</p> <p>In-depth knowledge of all Employer/Admitted Bodies policies and procedures</p> <p>In-depth knowledge of Admitted Bodies legal frameworks e.g. admission agreements</p>	<p>Ensure business requests meet with the Funds strategic vision and interpret those requests to provide solutions that meet both business and external customer needs.</p> <p>Excellent knowledge of Pensions Regulations & the application of ICT to resolve business challenges.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

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FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Personal Qualities	<p>Excellent customer relationship skills and written/oral communication skills.</p> <p>Plans ahead, to ensure that complex employer issues are managed in a timely manner.</p> <p>Shares information, ideas and practical solutions to problem areas.</p> <p>Has integrity and a sense of purpose and is willing to stand by the strength of own convictions.</p> <p>Is committed to providing an excellent service and improving the performance of the Fund.</p>	<p>Flexible in approach to meet operational workloads which are dictated by statute and regulation.</p>	<p>References</p> <p>Interview</p> <p>Testing</p>
Interests and Motivation relevant to the job	<p>Able to influence through negotiation, mediation and persuasion.</p> <p>Team focused, approachable and willing to work collaboratively with others including senior managers, staff, customers and external bodies.</p>	<p>Self-starter.</p> <p>Ambitious and career development minded.</p>	<p>Application Form</p> <p>References</p> <p>Interview</p>

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FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Commitment	Frequently initiates, investigates and evaluates opportunities for continuous process improvement, which will benefit the fund and the employer.	An ability to provide a quality service to the customer base and has the ability to manage resources efficiently and effectively to meet timetables and deadlines even when there is no line responsibility for this resource.	References Interview