



JOB PROFILE

Post Title:	Pensions & Payroll Manager
Portfolio:	Treasury
Responsible to:	Head of Finance
Responsible for:	Senior Accounts Assistant (Payroll)
Grade:	Band E

Job Purpose

To improve the lives of all within our community and help the island thrive by administering all pensions work related to the two schemes related the Public Service and overseeing the efficient day to day running of the Payroll section.

Main Duties and Responsibilities

Pensions

1. Implement changes to SHG Defined Benefit pension arrangements as may come into effect from time to time.
2. Develop and maintain a register of employees and ex-employees eligible to receive pension benefits under the Defined Benefit Pension Scheme ensuring that the information is kept up-to-date and that electronic files are kept.
3. Examine and verify Pension Benefits for those coming up to retirement (or in other circumstances where appropriate) for accuracy and compliance with the Pensions Ordinance and Pensions Regulations 2012 using the appropriate Forms.
4. Respond appropriately to a variety of general enquiries and correspondence from employees relating to Pensions and gratuities.
5. Research and collate and maintain accurate records and pension data for submission to the Government Actuary Department for the annual valuation of the Defined Benefit Pension Scheme.
6. Liaise with AG Chambers and seek legal advice on matters in relation to and employee's work history, pension entitlement, accident compensation etc.;
7. Compile the monthly pension submission for employees on the defined contribution pension scheme and arrange for the transfer of funds within the agreed timelines.
8. Liaise with the Pension Scheme Trustees/ representatives on behalf of the Public Service as an employer where appropriate.
9. Lead and support the upcoming of Pensions Review Project and reviewing and advising on aspects related to pensions administration in the Public Service.
10. Provide advice and support HR and/ or portfolios on pension matters where necessary.
11. Undertake training/ information sessions with employees on pension matters applicable in the Public Service.
12. Support employees where appropriate in completing on-boarding arrangements for Pension providers

Payroll



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13. In consultation with Senior Management, set clear objectives, service standards and performance measures for the Payroll team that meet the needs of the Public Service.
14. Develop resource and delivery plans for the Payroll team to deliver the objectives set and service standards agreed.
15. Monitor compliance with the Financial Regulations and Financial Procedures, and monitor the effectiveness of key controls within the payroll systems and seek to address any weaknesses found.
16. Review and authorise all adjustments to accounts on the Payroll system in accordance with the Financial Procedures.
17. Dealing with awkward and irate customers.

Special Conditions

There are no special conditions associated with this role.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development: Requirements for Continuous Professional Development met and when necessary submitted to Professional Institute in order to continue recognition of professional status.	iii
Planning & Delivery of Work: Plans and organises work to meet individual, team and directorate/departmental objectives whilst achieving quality and value for money. Recognises good performance and tackles poor performance. Ensures delivery against plan. Identifies information needs and ensures they are delivered in a timely and effective manner.	iii
Analysis and use of Information: Identifies and uses various sources of evidence to support outputs. Uses evidence to evaluate policies, projects and programmes. Works confidently with data before making decisions: e.g. interpret trends, issues and risks. Establishes underlying causes of problem. Considers options before deciding solution.	iii
Decision Making: Solves problems that have significant short-term implications for the organisation. Assesses the impact of decisions. Identifies causes rather than just symptoms to inform solutions.	iv



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Uses trends and patterns in information for evidence based decisions. Confident in making decisions within policy guidelines. Assembles available knowledge to ensure evidence based decisions.	
Working with Others: Informs, consults and influences others using a range of communication mechanisms. Engages with others to gather information. Shares and implements good practice with others. Works with senior management and other stakeholders.	iii
Communication: Varies language and content to ensure understanding of audience. Facilitates understanding by explanation and example. Highlights key points for summary from detailed and complex documents.	iv
Influencing and Persuading: Encourages and provides constructive feedback to improve performance. Ensures alternative approaches to work are effective in meeting the organisation and individual needs. Remains constructive when disagreeing or challenging. Challenges inappropriate employee behaviours.	iii
Dealing with Change: Encourages employees to embrace and contribute to change. Presents the business need for change and can focus others on the positive aspects. Enables others to implement change. Anticipates obstacles to change.	iv
Continuous Improvement: Can describe what the future looks like in terms of service improvements and modernisation. Motivate others to improve and develop their performance. Constructively challenges existing strategies. Sets SMART objectives for teams and evaluates them.	iii
Managing Resources: Ensures appropriate resources and levels of capability to deliver to plan. Uses management information to monitor/control resources. Supports initiatives for new and more efficient use of resources. Gains respect and credibility from team members through effective delegation, coaching and development.	iv



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
A Level 5 or above qualification in a relevant subject – such as Business Administration or equivalent level of demonstrable attainment or experience	E	√	
Project or Programme Management Qualification (Prince2, MSP, Agile) or equivalent level of demonstrable attainment or experience	E	√	
Accounting Technician Level qualification (ACCA Certified Accounting Technician Qualification (CAT)), AAT or equivalent qualification	D	√	
Knowledge & Experience:			
Significant experience working in an accounting or finance related role	E	√	
Experience of being a project lead using a range of project management documentation	E	√	√
Experience of supervising a group of staff and overseeing the day-to-day running of a team	E	√	√
Significant experience in supervising accounting or finance staff to deliver results	E	√	
Experience of analysing and interpreting information to develop solutions or solve problems	E	√	√
Experience of dealing with pensions and payroll systems (preferably in a public sector environment)	E	√	
Experience of supporting change in the public sector	D	√	
Skills and Abilities:			
Excellent verbal, written and presentation skills, including the ability to explain complex ideas and engage people	E	√	√
The ability to define and use analytics to support decision making	E		√
Able to use professional judgement and diplomacy to make decisions	E		√
Confident in using ICT systems relevant to role i.e. Access Dimensions and SelectPay or similar packages including Management Information Systems and MS Office	E		√
Able to plan, manage and review tasks for team members	E		√
Strong interpersonal skills including motivational, negotiating, influencing and relationship building	E		√



PERSON SPECIFICATION

Excellent time management and planning and organisation skills	E		√
The ability to be creative and identify improvements and anticipate and respond to change	E		√
Proficient at assessing problems and determining the most appropriate action	E		√
Is approachable and confident in developing team members to acquire skills and experience	E		√
Other:			
Willingness to work flexibly.	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.