

# Role Profile

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## SECTION 1 Brief Description

Role Title:	Assistant Director - Pensions Administration	Team/Service:	Senior Management Team
Reports to:	Director	Grade:	M
		Profile updated:	May 2023

## SECTION 2 Job Family Description

**Assistant Directors** - Responsible for the management and strategic direction of a specific group of functions, including the management, supervision, and development of team members. Leads major service and cross-organisational projects.

The role profile describes the general nature of the work performed at this level. It is not intended to be a detailed list of all duties and responsibilities that may be required. The role will be further defined by annual objectives, which will be developed with the role holder. SYPA reserves the right to review and amend the job families on a regular basis.

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## SECTION 3 Role Purpose Including Key Outputs

To provide

- Leadership and direction to the Authority's pension administration functions
- Strategic advice to the Authority in relation to the LGPS regulations and pensions policy matters.
- Strategic advice to the Authority in relation to the Funding Strategy and Valuation.
- Effective oversight of outsourced activities and contractual relationships within the scope of pension administration.
- A comprehensive monitoring service in relation to the Authority's administration performance and compliance with regulatory requirements.
- Effective support and assistance and deputise for the Director as required.

## SECTION 4 Team Context

The Senior Management Team provides leadership and direction to all aspects of the Authority's work and is accountable for the delivery of the Corporate Strategy and specific operational performance targets in line with agreed budgets. Individuals within the Team are additionally accountable for the delivery of specific elements of the Authority's services.

The Pensions Service is responsible for the delivery of all the Authority's scheme member and employer facing activities including the maintenance of member records, the calculation and payment of benefits and the collection of contributions.

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## SECTION 5 Line Management

The role is responsible for the direct line management of up to five members of staff including appraisal, performance review and personal development in line with the Authority's policies. The role is responsible for an establishment of c. 63.0 FTE members of staff in the Pensions Administration department.

## SECTION 6 Role Summary

Roles of this nature are responsible for the development and setting of strategy working closely with elected members, senior management colleagues, external partners, service providers and independent advisers. They provide leadership and direction to the wider management team and the whole organisation in their area of expertise and act as the face and voice of the organisation in key partnerships, and on occasion to the wider local government sector and/or pension industry. They are responsible for the setting of priorities and allocating resources between projects and programmes of activity within their area of responsibility. Their time horizon is several years ahead, and they need to maintain an awareness of the external environment and its impact on the organisation to ensure that forward planning addresses the right issues.

## SECTION 7 Budget Responsibility

The direct operational expenditure budget associated with this role is c. £3.0m.

## SECTION 8 Representative Accountabilities

### Analysis, Reporting & Documentation

- Provide advice and guidance to Elected Members on strategic issues and service impact.
- Ensure a risk management culture, which does not stifle innovation, is embedded within the service area and wider Authority.

### Service Delivery

- To provide clear, visible, professional leadership to support a culture that drives continual improvement, efficiency, and customer satisfaction across the Pensions Administration service area.
- To ensure that the Pensions Service delivers both high levels of service and customer satisfaction across all elements of its work.
- To work collaboratively with the other members of the Senior Management Team and Elected Members to ensure the Authority's vision, priorities and values are actively promoted and delivered.
- To personally ensure the delivery of agreed key projects (for example a review of the Pensions Administration Strategy or the delivery of the McCloud Project).

### Planning & Organising

- To allocate resources within the Pensions Service to ensure delivery of the Authority's required performance standards.
- To lead the Pensions Service's work on long-term planning, and the development and implementation of strategies, frameworks, systems, and procedures to drive organisation and cultural change and ensure continuous improvement of service delivery.

### Work with others

- To be responsible for the maintenance and management of the Authority's relationship with the Fund Actuary to ensure achievement of optimum results for scheme employers.
- To proactively liaise, negotiate, influence, and collaborate with internal and external stakeholders including managers, employees, elected members and partners to improve service delivery and ensure the effective performance management of the service.
- To develop and support relationships with government, regulators, professional and representative bodies and promote the Authority's interests and influence on national policy on the services within the portfolio of the post.

### People Management

- To lead, manage and develop the relevant middle managers, ensuring delivery of management accountabilities through appropriate delegation.

## Organisational

- **Values** – To uphold the values and behaviours of the organisation in self and others.
- **Equality & Diversity** – To work inclusively, with a diverse range of stakeholders, and promote equality of opportunity.
- **Health, Safety & Wellbeing** – To maintain high standards of Health, Safety and Wellbeing at work and take reasonable care for the health and safety of self and others. To have regard to and comply with the safeguarding policy and procedures as appropriate.

## SECTION 9 Education, Knowledge, Skills & Abilities

- Degree or equivalent, **or** significant vocational experience showing development in a series of progressively more demanding relevant work/ roles.
- Comprehensive knowledge of the application of technology to deliver pension administration services.
- Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management.
- Proven written and oral communication and interpersonal skills.
- Ability to analyse complex information and draw conclusions.
- Problem solving skills with the ability to exercise high levels of initiative to devise and implement workable solutions.
- Aptitude and willingness to manage a range of projects through to completion.
- Ability to work collaboratively with partners and colleagues whilst also being able to exercise judgement where strong decision making is required.

## SECTION 10 Specific Qualifications and/or Experience

- Experience of working within the Local Government Pension Scheme is essential.
- Experience of providing advice to trustee boards and/or pension committees is essential.
- An additional pension qualification such as PMI is desirable.
- A specific management qualification is desirable.
- Significant experience of the procurement of a range of service providers and management of complex contracts.
- Demonstrable experience of the management and control of budgets for service delivery.
- Significant experience of delivering change projects and/or the implementation of major IT systems.
- Significant experience of leading and motivating large teams of staff.

## SECTION 11 Values expected to be demonstrated at all times

### HONEST & ACCOUNTABLE:

Telling it like it is and taking responsibility for our actions even when we have made a mistake.

### PROFESSIONAL:

Being highly skilled and competent and managerially applying rationality to decision making processes.

### PROGRESSIVE:

Welcoming of change, while taking sensible risks and learning from our mistakes and from others.

### EMPOWERING:

Providing the freedom for individuals to identify and implement solutions to problems.

*South Yorkshire Pensions Authority is an equal opportunity employer and values diversity.*

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