

## SECTION 1 Brief Description

Role Title: Service Manager – Employer Services

Reports to: Assistant Director - Pensions

Team/Service: Employer Services Team

Grade: I

Profile updated: February 2023

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## SECTION 2 Job Family Description

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

The role holder will be responsible for the strategic leadership of the team and drive forward service changes and improvements ensuring that the team provides effective support to employers and leading on the implementation of new and innovative ways of delivering training and support.

The role holder will also have responsibility for developing positive relationships with employers whilst monitoring their performance in meeting their statutory duties and working to ensure compliance.

The role holder will be responsible for the processes of admitting new employers to the Fund and facilitating the exit of employers from the Fund in line with statutory requirements.

The role holder will be responsible for ensuring the receipt of accurate and timely monthly data submissions from employers and ensuring the updating of scheme member records and the provision of information to generate direct debits for contribution collection.

A manager of people is also expected to be a role model and to support and encourage those individuals for whom they are responsible; to manage workloads, motivation and morale across the team.

A manager is expected to support the Senior Management Team in relation to corporate initiatives that support development, health and well-being and also ensure employee performance, attendance and behaviour is managed in accordance with appropriate policies.

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## SECTION 4 Team Context

The Employer Services Team is based at Oakwell House and its primary focus is to manage the employer lifecycle within the Fund and to ensure that we are providing the training and support necessary to ensure that employers can fulfil the duties which fall to them from participation in the Fund.

This team handles all arrangements for onboarding new employers as well as those exiting the fund. As much of the focus of this team is on support and engagement, the team operate on a more “outreach” basis - actively visiting employers to ensure we are supporting them to complete their statutory functions as effectively as possible.

This Team will lead the process of engaging with employers in the run up to and during the valuation process and will be responsible for the distribution of valuation results to employers.

This team is responsible for the receipt validation and uploading of monthly data submissions from employers which are used to generate direct debits for the collection of contributions from employers.

## SECTION 5 Line Management

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Around 12 FTE members of staff.

## SECTION 6 Role Summary

Roles at this level typically lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improve quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.

## SECTION 7 Budget Responsibility

None.

## SECTION 8 Representative Accountabilities

### Analysis, Reporting & Documentation

- Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.
- Analyse and make recommendations for improvement or development of existing systems, processes or policy.

### Service Delivery

- Maintain, develop and review systems, processes, procedures and working methods to maximize service delivery, quality, efficiency and compliance.
- Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making.

### Planning & Organising

- Plan workloads and secure resources to enable the team/s to achieve a quality service.
- Lead projects and reviews within a defined area of work as directed by Manager to support and enhance service delivery.

### Work with others

- Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.

### People Management

- May manage a team operating in a well-defined specialist area or oversee the delivery of a range of support services to a service or function.
- Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.

And/OR

- Operate as an individual responsible for the delivery of a high level service.

### 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.
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## 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.
  - Professional qualification or able to evidence knowledge and understanding of appropriate business disciplines.
  - Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles at this level).
  - Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management.
  - Proven written and oral communication and interpersonal skills with the ability to work collaboratively with internal and external partners/ professionals.
  - Ability to understand, meet and exceed customer expectations.
  - Proven problem solving skills with the ability to exercise high levels of initiative to devise and implement workable solutions.
  - Proven ability to manage a range of projects through to completion.
  - Practical or professional experience and understanding of business, supporting service teams and/or providing support to the public.
  - Previous management experience including staff supervision, development and organisational skills.
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## SECTION 10 Specific Qualifications and/or experience

- Experience of interpreting technical guidance and being able to apply it in practice.
  - Working knowledge of Pensions Administration Systems.
  - Experience / Knowledge of Customer Relationship Management
  - Extensive technical knowledge of the legislation governing pension schemes and in particular the Local Government Pension Scheme.
  - Strong presentational skills and ability to explain complex concepts to a range of non-professional people in a meaningful way.
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## 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.

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

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