

# Role Profile

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## SECTION 1 Brief Description

Role Title: Service Manager – Technical Support

Reports to: Assistant Director - Pensions

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Team/Service: Technical Support 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

To provide technical pensions support to all teams within the Administration service and to pension fund employers and to ensure the Authority abides by the Pensions Regulators General Code and is fully compliant with the statutory provisions of the LGPS and wider pension legislation, providing guidance to internal teams and implementing measures to ensure compliance where required.

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 Technical Support Team is based at Oakwell House and has two primary functions, one is to provide (pensions) technical support to the Benefits, Customer Services and Pension Systems teams and the other is to provide leadership and direction to work to maintain and improve data quality.

The team is responsible for providing technical guidance, developing and maintaining training manuals and documentation, and maintaining an on-line reference library. They provide training to support other teams in respect of new legislative provisions and deliver training to staff progressing through the Authority's career grade scheme as well as being responsible for ensuring the objective assessment of progress against the career grade scheme.

The team will research all relevant pensions' guidance relating to administration to ensure that the Authority is operating in accordance with the law. It is the responsibility of the team to ensure that all stakeholders (including employers and scheme members) are notified of the implications of any changes through working with other relevant teams.

The team will take a leadership role in relation to the monitoring, maintenance and improvement of data quality co-ordinating the delivery of data cleansing exercises by other teams and undertaking root cause analysis to prevent data issues recurring.

## SECTION 5 Line Management

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Around 7 FTE 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.

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## SECTION 7 Budget Responsibility

None.

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## 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 deliver technical training sessions in a manner which is understandable to the audience.
  - Working knowledge of Pensions Administration Systems.
  - Extensive technical knowledge of the legislation governing pension schemes and specifically 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.

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

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