

BUSINESS AND RESOURCES
PENSIONS SERVICE
JOB DESCRIPTION

POST TITLE: Head of Corporate Services

GRADE: Chief Officer 2

RESPONSIBLE TO: Assistant Director (Pension Fund)

RESPONSIBLE FOR: Corporate Services Office

Overall Objectives of the Post:

To support the Assistant Director (Pension Fund) by leading the Corporate Services Office, ensuring the Pensions Service has robust governance arrangements and effective corporate and support services to enable the Pension Fund in achieving its strategic objectives.

To be the lead officer for the Local Pension Board, ensuring that appropriate support and advice is given to the Board to help it fulfil its statutory role.

To be an active part of the Pension Fund leadership team, shaping the strategic framework and ensuring service delivery to a high standard.

Key Tasks of the Post:

1. You will be a member of the Pension Fund leadership team, helping to set the strategic framework and helping the Pension Fund achieve its corporate objectives. You will:

- Ensure the Pension Fund has an up-to-date and appropriate policy framework in place which helps the Pension Fund in achieving its corporate objectives.
- Contribute to the production of relevant policy and strategy documents.
- Ensure governance arrangements are appropriately managed and continue to adapt to guidance and good practice.
- Assist in overseeing operational performance of relevant areas, as well as the performance of the Pension Fund as a whole, to ensure a high standard of service delivery to key stakeholders.
- Oversee and support the Corporate Delivery Team, Governance Team, Pension Fund Legal Team and Systems Team to ensure they perform to a high standard and achieve set targets.
- Attend meetings of the Pensions Committee and Local Pension Board to present and advise on relevant areas.

- Represent the Pension Fund at appropriate meetings with South Tyneside Council, employers and externally with strategic partners or other bodies such as Central Government or the LGPS Scheme Advisory Board.
- Be responsible for the budget for the Corporate Services Office and contribute to the wider budget setting and monitoring process.

2. You will assist the Assistant Director (Pension Fund) by overseeing and supporting the Governance Team and Pension Fund legal team and leading on the Pension Fund's governance and compliance arrangements. You will:

- Oversee compliance by the Pension Fund with relevant legislation, guidance and best practice.
- Ensure effective and high quality governance arrangements are in place for Pensions Committee and the Local Pension Board in respect of membership, meetings and training.
- Assist the Assistant Director (Pension Fund) by overseeing arrangements relating to external governance assessments and ensuring the Pension Fund is well-positioned in respect of those assessments.
- Assist the Assistant Director (Pension Fund) in overseeing the management of the risk management framework for the Pension Fund and lead on ensuring appropriate controls and mitigations are in place.
- Ensure the Pension Fund has appropriate controls in place in respect of contractual arrangements with service providers and lead on undertaking procurement exercises for the Pension Fund.
- Assist the Assistant Director (Pension Fund) and Head of Investments, Pensions Finance and Treasury Management in fulfilling the Pension Fund's role as the host authority in the Border to Coast Pension Partnership.
- Provide support to all teams across the Pensions Service in those areas of governance and compliance that relate to their areas of responsibility.

3. You will assist the Assistant Director (Pension Fund) and Head of Pensions Administration by overseeing and supporting the Systems Team to ensure the Pension Fund has a high performing pensions administration system that meets the needs of the Pension Fund and its strategic partners. You will:

- Have a strong understanding of the needs of the service in respect of the pensions administration system and oversee and support the Systems Team to ensure the system delivers to a high standard.
- Working in partnership with the Head of Pensions Administration and relevant managers, ensure that an ambitious strategy for developing the pensions administration system is in place and effectively delivered.
- Oversee the Systems Team to ensure the pensions administration system is maintained on an ongoing basis.

4. You will assist the Assistant Director (Pension Fund) by overseeing and supporting the Corporate Delivery Team in ensuring they provide a high quality service in all areas. You will:

- Liaise with the Assistant Director (Pension Fund) and wider leadership team and lead on the production of the Pension Fund Business Plan.

- Ensure the production of high quality performance data and management information for use across the service.
- Help to drive improved performance across the service in relevant areas.
- Oversee the provision of a high quality office and people management service for the Pension Fund.
- Ensure a high quality training programme is in place for training and staff development across the Pensions Service.

5. You will support the Assistant Director (Pension Fund) by acting as the lead officer for the Local Pension Board. You will:

- Ensure the Local Pension Board is appropriately resourced and operates in accordance with legal requirements, guidance and best practice.
- Ensure the governance documents for the Board are maintained and updated as appropriate.
- Assist the Local Pension Board on setting the annual work programme and ensure effective delivery.
- Lead on setting the agenda for each Board meeting, liaising with the Assistant Director (Pension Fund) and the Chair and Vice Chair of the Board as appropriate.
- Ensure an effective training programme is delivered for the Local Pension Board in accordance with legal requirements.
- Working collaboratively with the pensions leadership team, ensure appropriate advice and support is provided to the Local Pension Board.

6. You will deputise for the Assistant Director (Pension Fund), as required.

The above list is not exhaustive and other duties relevant to the post may from time to time be required. Variation may also occur to the duties and responsibilities without changing the general character of the post.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others health and safety.

Reference: HCS

Date: April 2026