

BUSINESS AND RESOURCES

JOB DESCRIPTION

POST TITLE: Principal Operations Manager

GRADE: SM2

RESPONSIBLE TO: Head of Pensions Administration

RESPONSIBLE FOR: Pensions Administration Operations Teams

Overall Objectives of the Post:

To assist the Assistant Director (Pension Fund) and Head of Pensions Administration by leading on the effective oversight, management and service delivery of the Pensions Operations Teams.

To set the strategic policy framework for the Pensions Operations Teams and ensure this is effectively implemented.

To oversee the performance of the Operations Teams, ensuring high-quality performance that meets and exceeds performance targets and is also in accordance with legislation, guidance and best practice for the benefit of the Pension Fund and strategic partners.

Engage with key stakeholders, including elected members, Scheme employers and Scheme members as appropriate. This includes attending meetings of Pensions Committee and the Local Pension Board for the Pension Fund and strategic partners.

To contribute to the wider operation of the pensions administration team and pensions service as part of the senior management team.

Key Tasks of the Post:

1. You will assist the Assistant Director (Pension Fund) and Head of Pensions Administration in setting the policy and strategic framework for the Pensions Operations Teams and contributing to the policy framework for the wider service (as appropriate). You will:

- Ensure the Pension Fund has relevant and up-to-date policies / strategies in place insofar as they relate to the Pensions Operations Teams, including the Pensions Administration Strategy.
- Help shape the strategy for the ongoing development of the pensions administration system to ensure a modern and efficient operating system is in place.
- Contribute to the development of strategies and policies for the wider pensions administration team and, where appropriate, the wider service.

2. You will assist the Head of Pensions Administration by leading on ensuring robust processes and systems are in place to facilitate excellent pensions administration, including:

- Liaising with the Head of Corporate Services and Systems Manager to facilitate systems development to delivery optimal delivery for pensions operations.
- The maintenance of accurate and appropriate records for Scheme members.
- Amounts paid in respect of member benefits, transfers and refunds are compliant with all relevant legislation, correctly calculated, verified, recorded and accounted for.
- Amounts received in respect of member benefit payments are compliant with all relevant legislation, correctly calculated, verified, recorded and accounted for.
- Ensuring the appropriate application of the discretions policy.

3. You will oversee and co-ordinate the management of the Operations Teams to ensure a high level of performance that meets and / or exceeds performance targets:

- Assist the Head of Pensions Administration in identifying the priorities for the pensions administration office and be responsible for the service delivery of the Operations Teams in accordance with those priorities.
- Monitor the performance of the Operations Teams to ensure performance is in accordance with legal requirements and performance targets set by the leadership team and / or Pensions Committee.
- Co-ordinate resources across the Operations Teams to ensure efficient service delivery on a prioritised and risk based basis.
- Ensure the individual teams and staff prioritise their work correctly in order to meet performance targets and deadlines.
- Authorise relevant financial transactions where appropriate.
- Ensure the robustness of statistical data and evaluate to identify areas of improvement or concern.
- Maintain a highly motivated and highly skilled team who work together within and across the team and service to achieve team and service objectives.
- Ensure staff resources are being utilised efficiently, with staff receiving appropriate training and otherwise effectively developed.
- Oversee continuous improvement in the Operations Teams.
- Ensure that any matters requiring escalation or reference to appropriate bodies are promptly referred.
- Ensure all audit type and statutory bodies are provided with all requisite information and assistance they require. Ensure all agreed actions are delivered.

4. Support the leadership team by contributing towards the setting and delivery of the Pension Fund's corporate objectives. You will:

- Ensure strong personal knowledge of relevant areas.
- Contribute to the setting and delivery of the Pension Fund's corporate objectives.
- Contribute to the setting of relevant budgets and oversee budget spending on an ongoing basis.
- Contribute to major projects for the Pension Fund and attend relevant meetings on behalf of the Pension Fund as and when appropriate.
- Interact with external bodies such as Central Government, the LGPS Scheme Advisory Board and other stakeholders to represent the Pension Fund and further the interests of the Pension Fund.
- Liaise with strategic partners to ensure that a quality service is provided at all times.



- Deputise for senior leadership in attending meetings within South Tyneside Council and externally when required.

5. You will play an active role as a member of the management team. You will:

- Ensure a high quality service is delivered to Scheme members and employers.
- Sit on the Decision's Panel to make financial decisions within your team's remit.
- Ensure compliance with legal requirements, guidance, codes of practice and best practice.
- Take responsibility for a specialised area but assist with other work areas where necessary.
- Contribute to the development and drafting of strategy documents for the Service.
- Contribute to the service budget setting process.
- Actively promote continuous improvement and embed quality assurance procedures.
- Provide strategic operational support to help future proof the service to ensure the Fund remains an excellent Fund.
- Prepare reports for the Pensions Committee and the Local Pension Board and attend meetings and training events.
- Be a member of the Pension Fund Appeals Panel.
- Represent the Pension Fund at relevant LGPS groups.

6. You will deputise for the Head of Pensions Administration, 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.

You will demonstrate initiative, political awareness, professionalism and technical competence in carrying out the functions of the post. While reporting to the Head of Pensions Administration, you will be expected to operate with a high degree of autonomy on day-to-day operations.

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: POMS/2026

Date: April 2026