

BUSINESS AND RESOURCES

JOB DESCRIPTION

POST TITLE:	Principal Stakeholder Engagement Manager
GRADE:	SM2
RESPONSIBLE TO:	Head of Pensions Administration
RESPONSIBLE FOR:	Data Quality and Payroll Team, Employer Liaison Team, Member Services Team

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 Data Quality and Payroll Team, Employer Liaison Team and Member Services Team.

To set the strategic policy framework for the above teams and ensure this is effectively implemented.

To oversee the performance of the Data Quality and Payroll Team, Employer Liaison Team and Member Services Team, 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, key stakeholders and our 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 Data Quality and Payroll Team, Employer Liaison Team and Member Services Team and 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 above teams, including the Pensions Administration Strategy.
- Ensure a strategic framework is in place for excellent data quality and a plan for continuous improvement.
- 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 support the Assistant Director (Pension Fund) and Head of Pensions Administration by assisting with setting and implementing the funding strategy and overseeing employers' admission and exit from the Pension Fund. You will:

- Ensure valuations are undertaken within statutory timescales and requirements.
- Ensure the Funding Strategy Statement is maintained and reviewed in accordance with statutory and best practice requirements.
- Oversee employer admissions and exits from the Pension Fund and staff transfers between employers ensuring effective processes are in place.
- Liaise with the Fund Actuary and employers on matters relating to funding strategy.
- Oversee processes relating to the monitoring and management of employer covenant risk.
- Ensure suitable bonds, guarantees and subsumption commitments are in place.
- Ensure the Fund Actuary's Valuation Information Model (VIM) database and other records on employers are maintained.
- Be the primary contact for more complex or high value employer issues.
- Liaise with other teams in the service as appropriate.

3. You will assist the Head of Pensions Administration by overseeing and ensuring high quality and proactive services are delivered to the members and employers of the Pension Fund and Strategic Partners. You will:

- Lead on the Communication Policy and Engagement Strategies to ensure they remain up-to-date, ambitious and are effectively delivered.
- Ensure that high quality front line services are delivered to members and employers in accordance with set performance targets.
- Set proactive plans for member and employer engagement, ensuring programmes of events (in-person and online) are in place and delivered in an effective manner.
- Oversee the effective communication with Scheme members and employers, ensuring a modern and customer focused approach is taken.
- Oversee processes relating to bulk member communications, including annual benefit statements and pension updates, ensuring effective communication that meets legal requirements.
- Ensure effective arrangements are in place to appropriately deal with member and employer complaints and compliments.
- Ensure member and employer complaints are dealt with effectively, professionally and showing a high standard of customer care.
- Ensure an ongoing programme is in place for undertaking member and employer satisfaction surveys.
- Ensure that all relevant survey results and feedback are compiled, analysed and presented to the management team in an easy to read format and that action plans are in place.
- Strive for continuous improvement in service delivery and support to members and employers.

4. You will support the Head of Pensions Administration by overseeing relevant procedures to improve data quality and ensuring the effective delivery of a pensioner payroll service. You will:

- Oversee the pension payroll function ensuring pension payments are made on time

and in accordance with legal requirements, guidance and best practice.

- Ensure data is received and processed in accordance with legal requirements and set performance targets.
- Ensure relevant teams work closely with employers to help in their understanding and fulfilment of their Scheme responsibilities, including the improvement of data quality.
- Ensure robust and effective processes are place to receive and validate data and to help with improving data quality on an ongoing basis.
- Oversee the onboarding of all employers to monthly data collection and ensure service delivery of monthly and annual data submissions.

5. *You will oversee and co-ordinate the management of the Data Quality and Payroll Team, Employer Liaison Team and Member Services Team 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 above teams in accordance with those priorities.
- Monitor the performance of the Data Quality and Payroll Team, Employer Liaison Team and Member Services Team 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 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.
- Liaise with the Head of Corporate Services and Systems Team Manager to ensure an effective and efficient pensions administration system is place that meets the needs of the teams and enhances pensions administration services.
- 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.
- Ensure a high quality service is delivered to Scheme members and Scheme employers.
- Oversee continuous improvement in teams.
- Ensure that any matters requiring escalation or reference to appropriate bodies are promptly referred.
- Oversee AVC arrangements to ensure appropriate provision is in place for members.
- Ensure all audit type and statutory bodies are provided with all requisite information and assistance they require. Ensure all agreed actions are delivered.

6. *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.
- Ensure a high quality service is delivered to Scheme members and employers.
- Contribute to the setting and delivery of the Pension Fund's corporate objectives.
- Contribute to setting the Pension Fund budget and oversee spending in relevant areas 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.

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

- 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.
- 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.

8. 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: PSEM/2026

Date: April 2026