

## Job Description

---

<b>Job title:</b>	Team Leader (Payroll)
<b>Team:</b>	Pensions Services
<b>Reporting to:</b>	Payroll Manager
<b>Hours:</b>	35 hours per week (Monday – Friday)
<b>Contract type:</b>	Permanent

---

### Overall Job purpose

To lead staff administering the Local Government Pension Scheme (NI), ensuring the smooth day to day operation of the team, and allocating and prioritising workloads in order that a high-quality service can be delivered to Scheme pensioners.

### Key Activities

Post holders will be required to:

#### Pension Payroll Service Delivery

- Assist the Payroll Manager in ensuring that NILGOSC, in terms of pension payroll administration, complies with the Local Government Pension Scheme regulations, other relevant statute and good practice.
- Supervise and co-ordinate the complete monthly and annual pension payroll cycles (totalling £26m gross per month, 50,000 Scheme pensioners), ensuring that payments are made promptly and accurately and that all appropriate deductions and remittances are made to third parties.
- Proactively manage the work of the team; including the allocation and prioritisation of work and monitoring its quality and accuracy to ensure internal and external performance standards are achieved and facilitate the timely and accurate payment to all pensioners each month.
- Set attainable team/individual targets and monitor progress and achievement.
- Liaise, communicate and build relationships with other internal departments to ensure resources are shared effectively and a quality service achieved and maintained.
- Take responsibility for complex or ambiguous enquiries/calculations, including the recovery of debts involving court cases, re-employments, overpayments and reassessing children's benefits.
- Implement the annual Pensions Increase and year-end processes in the absence of the Payroll Manager.
- Ensure timely transmission of Real Time Information (RTI) to HMRC in line with regulations.
- Ensure the accurate calculation, validation, implementation and checking of benefits (e.g. survivor benefits, death benefits/grants, re-employments etc.) and the undertaking of tasks necessary to pay all pensioners their monthly entitlement.

## Northern Ireland Local Government Officers' Superannuation Committee

- Ensure accurate and complete Scheme member records are held and maintained in accordance with The Pensions Regulator (TPR) record keeping guidelines.
- Identification and escalation (as appropriate) of any issues which affect output, calculations, processes and service delivery.
- The provision of information and training to pensioners at external seminars, conferences or meetings. This may involve travel throughout NI.
- Communicate with pensioners, including contributing to and drafting articles for the annual Pensioners' Newsletter.
- Improve NILGOSC's service to stakeholders by ongoing review of payroll processes and procedures, identifying, resolving or escalating problems as appropriate, and develop and document new payroll procedures as required for formal testing and implementation.

### Team Management and Training

- Lead, motivate, support and manage the work of the team.
- Develop and deliver comprehensive training for new/existing pensions payroll staff supported by a training manual (to encompass classroom based initial training, shadowing and on-job training) and ensure that staff are enabled to reach the standards of competence required in accordance with current/new procedures and legislation. Identify areas for new training and work and collaborate with the Training and Development Officer to ensure training plans have been reviewed and completed.
- Lead regular team meetings in order to keep staff updated, acknowledge achievements and encourage effective team work to improve efficiency and effectiveness (e.g. improvements to working practices; streamlining processes and procedures) and achieve internal and external performance standards.
- Coordinate and approve leave requests and ensure sufficient staffing levels are maintained.
- Recording and reporting of staff absences, conducting timely return to work discussions and escalating any issues.
- Identify and resolve (as early and as far as possible) any staff performance, capability or grievance issues, in line with NILGOSC policy.
- Carry out the full range of performance reviews (i.e. probationary reviews for all new staff and staff appraisals), in line with NILGOSC policies and procedures.
- Assist the Payroll Manager to review processes and procedures to ensure a high level of stakeholder satisfaction.
- Provide technical assistance and guidance to staff on complex pension and ambiguous pension related queries.

## Northern Ireland Local Government Officers' Superannuation Committee

### Additional/other responsibilities

- Provide accurate and timely management reports and statistics as required.
- Implement all payroll related aspects of NILGOSC's credit Control Policy.
- Assist with the fraud exercises including the recovery of outstanding funds to be taken to the small claims court stage.
- Facilitate and/or participate in all aspects of the recruitment and selection of staff to NILGOSC.
- Participate in internal project groups or external working groups as required.
- Be responsible for and/or assist with relevant procurement activity – this will include identifying needs, preparing business cases, participating on tender panels and on-going contract management.
- Represent NILGOSC at external events e.g. conferences, technical or user groups.
- Assist with relevant procurement activity – this may include identifying needs; preparing business cases, participating on tender panels and on-going contract management.
- Deputise for other staff (including the Payroll Manager) and train staff when necessary, and to undertake any other duties as reasonably required by the Payroll Manager or Head of Pension Services including the interchange of duties to cover annual leave/other absences.
- Undertake responsibilities and process information/data in accordance with NILGOSC policies and procedures relating to information management (e.g. data protection, FOI and information security).
- Support NILGOSC's Equal Opportunity and Equality and Diversity policies and procedures and be sensitive to other people's abilities, backgrounds, values, customs and beliefs.