

Job description and person specification

Caseworker – FTC -

Reports to: Case Manager

Purpose

To administer a comprehensive range of casework in respect of all the pension schemes administered by Your Pension Service. To support the Case Manager and contribute to the business planning process.

Key Accountabilities

- To ensure the effective administration of a comprehensive range of casework in respect of the pensions schemes under administration. In addition, to process Lancashire County Councils employer related benefits including:
- Processing casework in line with the services and standards set out within Service Level Agreements and specifically to achieve the targets set out within those arrangements.
- Checking calculations and systems to ensure the correct level of pension benefits are recorded and paid.
- Personal responsibility for the efficient management of individual task lists
- Being aware and having an understanding of the regulations relating to the pensions schemes under administration as well as overriding pensions legislation.
- Liaising with customers and external organisations to ensure the effective administration of pension benefits
- Supporting and representing Your Pension Service as appropriate in respect of events including presentations, roadshows and surgeries.
- To recognise, understand and promote continuous improvement in casework team's working practices, procedures and systems and where necessary assist in the development and implementation of new casework procedures and practices or systems and to assist in maintaining the integrity and accuracy of the pensions administration system.
- To assist the Case Manager in identifying the learning and development needs of the case work team relevant to the business needs of Your Pension Service through taking part in the appraisal process to contribute to the overall

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effectiveness and efficiency of the Service to ensure that best practice is achieved in the provision of a pensions administration service.

Person Specification

- 5 GCSEs or equivalent including Maths and English
- Practical experience in a pensions administration role
- Proven ability to work effectively both in a team environment and on own initiative.
- Proven ability to undertake detailed mathematical calculations accurately.
- Demonstrable ability to interpret and apply complex pensions regulations
- Demonstrable ability to work accurately to deadlines
- Effective oral communication skills
- Excellent written communication skills
- Good working knowledge of windows based applications
- Working knowledge of legislation, regulations, conditions, software systems and processes relevant to pensions and pension payroll administration.

Qualifications

- 5 GCSEs or equivalent including Maths and English
- A recognised Pensions qualification, desirable

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.

V1.0