

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Apprentice Pensions Officer
Band:	Apprentice
Directorate:	People and Organisational Development
Location:	Pensions Department, Payroll Services, Royal Cornwall Hospital, Truro

2. JOB PURPOSE

To train in the duties and develop the required level of skills of a Pensions Officer working as part of a Team to ensure the day-to-day activities of the Pensions Office are undertaken in a smooth and efficient manner.

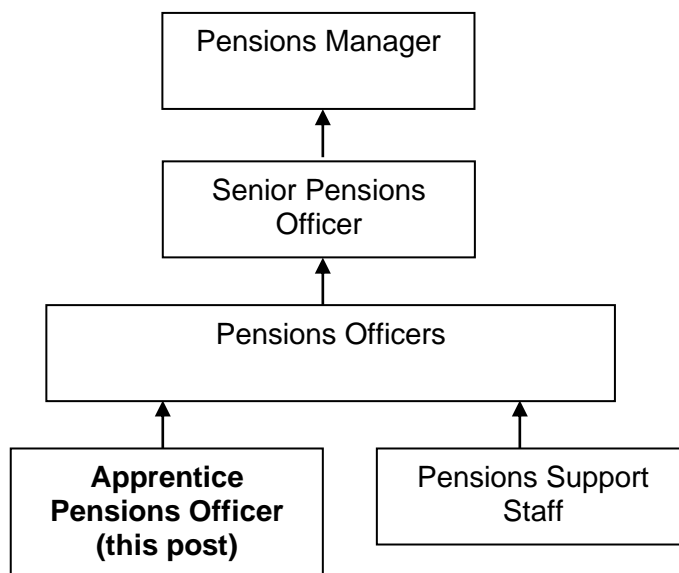
You will be expected to develop the skills to assist staff and managers with queries and contribute to the delivery of an efficient, effective and customer-focused service.

You will be required to work both independently and as part of a team.

3. DIMENSIONS

There is no line management responsibility for this role.

4. ORGANISATION CHART



5. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

Excellent IT and numeracy skills
Good working knowledge of Microsoft Office
Organisational skills and the ability to work to tight deadlines
An aptitude to learn quickly
Good Customer Service skills
Ability to multi-task whilst working in a high-pressure environment
Good communication skills both written and verbal

6. KEY RESULT AREAS

Cornwall NHS Trusts Payroll Services, hosted by Royal Cornwall Hospitals Trust, is responsible for the accuracy and validity of all salary, wage and expenses payments for the NHS Trusts within Cornwall.

The Payroll section pays approximately 14,000 staff at the Royal Cornwall Hospitals Trust, Cornwall Partnership Trust, Cornwall and Isles of Scilly Integrated Care Board, Smile Together Dental CIC and Kernow Health CIC.

In addition to making salary/wage payments, the section maintains records for all employees in the NHS Pension Scheme.

The department offers a help and information service to all staff on pay-related Conditions of Service, Pensions, Income Tax and National Insurance, and is responsible for making Statutory payments and deductions from pay, e.g.:

- Statutory Sick Pay
- Statutory Maternity Pay
- Tax, NI and Student Loan deductions

The Payroll Department is committed to continual service improvement and is currently engaged in streamlining and automating systems to improve efficiencies. Good IT skills are essential for this role. The Department uses the national NHS Electronic Staff Record solution (ESR) and is currently supporting e-rostering and e-expenses interfaces across the health community.

The post holder's duties will include:

1. To have and maintain a good working knowledge of ESR Payroll system.

2. To have and maintain a good working knowledge of NHS Pension Scheme regulations, keeping up to date with changes as and when they occur.
3. To understand NEST and its function regarding Auto-Enrolment obligations
4. To be able to interpret all functional Agenda for Change and Medical & Dental conditions of service (plus other local and historical national terms & conditions) and their effect on NHS Pension Scheme regulations.
5. To have a basic understanding of statutory deductions such as PAYE, National Insurance, Statutory Sick Pay and Statutory Maternity/Paternity/Adoption Pay.
6. To be responsible for the accurate maintenance of all pension records for the 5 Cornwall Health Organisations, ensuring timely submission of information to the NHS Pensions Agency and correct status and eligibility for all NHS staff. This includes the analysis and correction of errors identified on the NHS Pensions Agency's online system.
7. To liaise with staff and managers at all levels to maintain standards and ensure the continued effectiveness of the section.
8. Deal with Pension-related queries from staff and managers, including manual pension and AVC calculations ensuring accuracy and accurate interpretation of NHS Pension Scheme regulations.
9. Ensure pension contributions are correctly processed within strict and tight specified deadlines under pressure.
10. Maintain pension-related records for payments or deductions and where appropriate process complex manual calculations based on the above.
11. Process opt-out and refund documentation related to NHS Pensions accurately and within strict deadlines.
12. To understand the rules that relate to Auto-Enrolment and participate in the monthly/weekly Auto Enrolment duties.
13. Validate all output from the monthly pension interface process to ensure all employees' records have been updated.

14. Undertake on-going Data Cleanse activities in respect of NHS Pensions.
15. To carry out complex calculations required for retirement benefit purposes, providing information to staff when required.
16. Calculate the pensionable pay figures in respect of pension applications, for the Pensions Team Leader to submit to the NHS Pensions Agency
17. Deputise for the Senior Pensions Officer.
18. Deal efficiently and sympathetically with requests, queries and complaints from staff and other departments. Ability to be persuasive, motivational, and able to reassure and empathise with staff.
19. To assist in the development of the most efficient and effective use of resources and the planning and implementation of new ways of working
20. Ensure that Trust policies and procedures are adhered to.
21. Assist in the professional development of staff within your team.
22. Undertaking mandatory training as required by Royal Cornwall Hospitals Trust.
23. To achieve the Level 3 in the Workplace Pensions Administrator Apprenticeship within the specified time frame. Attend all of the training sessions for the programme, whenever necessary. Undertake any necessary work at home during the length of the course.
24. Undertake any other duties as may be required by the Pensions/Payroll Services Manager including participation in presentations and workshops.

7. COMMUNICATIONS & WORKING RELATIONSHIPS

Develop and maintain an effective working relationship with other members of the Trust:

Payroll & Pensions Department management and staff
Finance, HR Managers, Departmental Managers
Trust Employees
NHS Pensions Agency
IBM (ESR)
Other NHS organisations

Maintain a mature attitude to the often sensitive work of the Pensions Office.

8. MOST CHALLENGING PART OF THE JOB

Managing and organising your own workload to meet strict deadlines whilst maintaining the quality and efficiency required of the service.

9. OTHER

- The Post holder must comply with all RCHT Policies and Procedures.
- The Post holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.

9. JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Head of
Department Signature:

Date:

Title:

Person Specification For The Post Of: Apprentice Pensions Officer
Job Reference

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

ATTRIBUTES	REQUIREMENTS		METHOD OF ASSESSMENT
	<i>ESSENTIAL</i>	<i>DESIRABLE</i>	
QUALIFICATIONS	<ul style="list-style-type: none"> GCSE A* - C in Mathematics and English. IT Literate and experience of using Microsoft packages including Word and Excel 		Application Interview Certificates
EXPERIENCE	N/A	Previous experience of working in an office environment	Application
PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)	<ul style="list-style-type: none"> A good general education A high level of IT and numeracy skills Good communication skills, both verbal and written Good organisational skills and the ability to work to deadlines 		Application Interview
DISPOSITION/ ADJUSTMENT/ ATTITUDE	<ul style="list-style-type: none"> An aptitude to learn quickly Attention to detail and accuracy Ability to meet deadlines To be able to work as part of a team and independently 		Interview

	<ul style="list-style-type: none">• Take responsibility for developing oneself• Enthusiastic and motivated approach• Able to work under pressure• Ability to undertake duties which require intense concentration over long periods• Willing to work flexibly• Able to work with a VDU for long periods of time		
TRAINING	Mandatory training Apprentice framework		
ADDITIONAL CIRCUMSTANCES	Post-holder must comply with professional code of conduct		