

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Pensions Officer
Grade	PS7	Reports to (role title)	Pensions Manager
JE Band	228-268	Directorate / School	Surrey Fire and Rescue
Date Role Profile was created	May-26	Service / Department	Communities, Protections and Emergencies
Agile	Information	DBS Requirement	Standard

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To provide specialist and technically informed pensions administration and project support to the Firefighters' Pension Schemes, ensuring accurate data management, statutory compliance and timely service delivery. The role will deliver enhanced technical support, systems-based processing, reporting and project coordination to support the Pensions Manager and Scheme Manager in maintaining scheme governance, member communications and business continuity.
Work Context	The Pensions Officer role operates within a highly regulated public service pensions environment supporting the Surrey Fire and Rescue Service Firefighters' Pension Schemes. The role works with complex pension data, and evolving statutory requirements, requiring a high degree of accuracy, discretion and technical understanding. The role requires the individual to demonstrate initiative, be customer focussed and work collaboratively by building strong relationships with senior officers both internally and externally. The post holder will work with minimal day-to-day supervision, planning work across weekly and monthly cycles and responding to competing priorities. Experience of supporting projects, maintaining project documentation and the creation of communications internally and externally, often to tight deadlines, would be an advantage.
Line management responsibility if applicable	None
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. Service Delivery • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. Planning & Organising • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Finance/Resource Management • Maintain financial, and/or stock records, and review data to contribute to resource planning. Work with others • Maintain a network of contacts, drawing on support and advice from others to resolve

	problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. People Management • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	Educated to A level or equivalent experience Strong IT skills, including use of spreadsheets, working with complex data, systems or technical administrative processes, ideally within pensions or a regulated public sector environment. High-level organisational and analytical skills with a methodical approach to complex information. Ability to plan and prioritise work independently across multiple workstreams and deadlines. Strong understanding of information governance, accuracy requirements and handling of sensitive and confidential data. Willingness to undertake further technical or project-related training as required. Excellent written and verbal communication skills, with the ability to explain technical information clearly to a range of stakeholders.
Role Summary	Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.

To be completed by JE Coordinator	
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