

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>10BF</b>	<b>Role Title</b>	<b>Pensions Manager</b>
<b>Grade</b>	PS10	<b>Reports to (role title)</b>	<b>People and OD Lead</b>
<b>JE Band</b>	371-438	<b>Directorate / School</b>	<b>Surrey Fire and Rescue</b>
<b>Date Role Profile was created</b>	<b>May-26</b>	<b>Service / Department</b>	<b>Communities Protection and Emergencies</b>
<b>Agile</b>	<b>Information</b>	<b>DBS Requirement</b>	<b>Standard</b>

## 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.

<b>Role Purpose</b> including key outputs	<p>To provide strategic and operational leadership on all aspects of the Firefighters' Pension Scheme for Surrey Fire and Rescue Service, ensuring compliance with complex and changing pension legislation and regulations.</p> <p>The role ensures accurate, timely and effective pension governance, leads the delivery of pension-related projects and legislative remedy programmes, and acts as the principal adviser and liaison with internal stakeholders, pension administrators and national bodies to protect the Authority's financial, legal and reputational position.</p>
<b>Work Context</b>	<p>The role operates within a highly regulated and constantly evolving pensions environment, particularly in relation to the Firefighters' Pension Schemes which have experienced significant reform, including recent age discrimination remedy and statutory change programmes. The post holder is required to interpret complex national legislation and guidance and ensure local implementation is accurate, compliant and timely.</p> <p>The role works closely with Finance, Payroll, HR, senior leaders and external partners including scheme administrators, the Local Government Association and other sector bodies. The post holder is expected to exercise judgement, professional discretion and autonomy when managing competing priorities, statutory deadlines and sensitive member communications.</p> <p>The role is expected to represent the Service alongside the Scheme Manager at the Pension Board on a quarterly basis.</p>
<b>Line management responsibility</b> if applicable	Pensions Officer
<b>Budget responsibility</b> if applicable	n/a
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.</li> <li>Analyse and make recommendations for improvement or development of existing systems, processes or policy.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance.</li> <li>Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> <li>Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>May assist with budget/resource/funding management in accordance with the organisation's policies and procedures.</li> <li>May have delegated responsibility for a budget(s).</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the</li> </ul>

	<p>team/service.</p> <p>People Management</p> <ul style="list-style-type: none"> <li>• May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function.</li> <li>• Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul> <p>And/Or</p> <ul style="list-style-type: none"> <li>• Operate as an individual responsible for the delivery of a high level and complex service.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To be responsible for ensuring health &amp; safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles.</li> <li>• Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines.</li> <li>• Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles).</li> <li>• Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management.</li> <li>• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.</li> <li>• Proven ability to manage a range of projects through to completion.</li> <li>• Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public.</li> <li>• Previous management experience including staff supervision, development and organisational skills.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>- Associate or higher level qualification from the Pensions Management Institute (or equivalent), or significant demonstrable experience in a senior pensions role.</li> <li>- Substantial experience of the Firefighters' Pension Schemes and the associated legislative and regulatory framework.</li> <li>- Proven experience of leading and delivering complex pension change programmes and statutory projects.</li> <li>- Experience of providing authoritative pension advice to senior stakeholders and managing external pension administrators.</li> <li>- Willingness and ability to keep professional knowledge up to date in a complex and changing pensions environment.</li> <li>- Experience of leading and developing a team.</li> </ul>
<p><b>Role Summary</b></p>	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.</p>

Reason for Benchmarking - please complete the appropriate Business Case below		
Reason	Guidance for Business Case	Business Case
<b>A - Creation of a new role</b>	Please provide context to the creation of this new role.	
<b>B - Creation of a new role as a result of a reorganisation</b>	Provide context for the reorganisation. Please include sufficient detail to explain the extent of the reorganisation (team level, department level, etc) as well as the impact on the responsibilities associated with this profile. How has this work been carried out previously and why this is no longer appropriate or, if there are new tasks, why do they need to be undertaken?	This role has been created as part of the Pension Team reorganisation arising from changes to the delivery model for pensions administration within Surrey Fire and Rescue Service. Core pension administration activities have been outsourced to a third-party provider, fundamentally changing the nature, scope and focus of the role. As a result, the service now requires a senior role to provide overall management, assurance and governance of firefighter pension arrangements, lead complex legislative and remedy programmes, and act as the principal employer and senior leadership contact on pension matters. These responsibilities are distinct from the previous structure, reflect a broader managerial and strategic remit, and align appropriately with the proposed PS10 grade.
<b>C - The profile has been reviewed to more accurately reflect the existing duties of the current role</b>	Please explain how the responsibilities of this profile have changed and what the impact of this has been on the team/department. Please state the current grade/level of the role and why the changed responsibilities sit appropriately at the proposed level.	
<b>Date new role profile has been agreed with the role holder(s)</b> Reason C of the business case only		
<b>Current grade of the position - Reason C of the business case</b>		
<b>The below two fields to be completed by non-school roles only</b>		
<b>OM Number of the position - Reason C of the business case.</b> State all position numbers that are affected, if there is more than one position with the same role title and grade. Please note that all position holders have to agree.		
<b>Manager's OM Number this role reports to - Reasons A,B, C</b>		

### Requesting manager's details

Manager's name	Manager's role title	Date request submitted to HR
Janine May	Senior Pensions Advisor	20.04.2026

### Approval Section

Non-schools complete yellow parts, schools complete green parts

#### Requesting manager to confirm:

1. Head of Service/Headteacher for schools approval for the creation/amendment of the role
2. Senior Manager confirmation of the available budget (non-schools)

Please note that it is your responsibility to obtain the appropriate authorisations before the job profile is submitted for benchmarking.

Position	Name	Date of approval
Head of Service	Lizzie Lacey	29.04.2026
Senior Manager	Danni Lamaignere	29.04.2026
Headteacher		
Pay Committee (where appropriate)		

### To be completed and approved by HR

HR to confirm that the role is at a correct level within the particular Job Family

Position Title	Name	Date confirmed benchmarking to JE Coordinator
People Consultant	Patryk Baranowski	27.05.2026

### To be completed by JE Coordinator

Reference Number	BM-2026-207
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