Role Profile

Part A - Grade & Structure Inform lob Family Code Grade			
	5BF	Role Title	Pensions Trainee
siaue	PS5	Reports to (role title)	Membership & Data Manager
		Directorate/School Service/Department	Resources Pensions
IE Band	161-191	Date Role Profile was created	Mar-23
Part B - Job Family Description			
he below profile describes the general nature of ill be developed with the role holder. The Council	work performed at this level as reserves the right to review a	a set out in the job family. It is not intended to be a detailed list of all duties and ad amend the job families on a regular basis.	responsibilities which may be required. The role will be further defined by annual objectives, which
tole Purpose	This role will contribute to the	e success of the Surrey Pension team. Operating with a limited degree of prol	essional independence and autonomy the role will predominantly undertake operational work.
ncluding key outputs	As a Pensions Trainee, the role with		
	1.Understate a specific program of training with in the Stervice leading to tendu understanding of all aspects of the scheme; 2.Carry out the processing of cases work for new entrants and leavers of the scheme; 3.Assist with recording and logging of post and hard copy communicatione;		
	4. Support the wider teams across Surrey Pension where required.		
	The role will adopt the Surrey	/ Pension Team culture of strong standards and accountability in order to res	ponsibly deliver a first-class customer experience.
Vork Context	The Course Descine Fundin	and of the anti-anti-anti-Course and Develop Colores (J. CDC). Course, Co.	the Assessible the administration estimate and is structured to see dischargement fundament
lork Context	The Surrey Pension Fund is part of the national Local Government Pension Scheme (LGPS). Surrey Councy Council is the administering authority and is structured to provide investment, hunding and government functions in respect of management of the fund, as well as the day to day administration; processing all tasks through the persion lifecycle from new pinners through to retriement and devendentifs them [15]. It also controlles and maintains a culture of collaboration and consultative working between authorities and instance to retriement and devendentifs them [15]. It also controlles and maintains a culture of collaborative and consultative working between authorities and taskeholders to controlles the moleculative of collaborative and consultative working between authorities and taskeholders to controlles the moleculative of collaborative and consultative working between authorities and taskeholders to controlles the moleculative of collaborative and consultative working between authorities and taskeholders to controlles the moleculative of collaborative and consultative working between authorities and taskeholders to controlles the moleculative of collaborative and consultative working and the standard taskeholders to controlles the moleculative of collaborative and consultative working and the standard taskeholders to collaborative and consultative and consultative and consultative and the standard taskeholders to collaborative and consultative and consultative and taskeholders to collaborative and consu		
	tund.		
	The fund has over 300 parts	spating employers including the county council, district and borough councils,	universities, colleges, academies and private companies providing public services.
ine management responsibility	N/A		
f applicable			
Budget responsibility	N/A		
Representative Accountabilities	Analysis, Reporting & Docur • Ensure information and rec	ords are processed and stored to agreed procedures	
Typical accountabilities in roles at this level in this job family	Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports. Prepare and despatch a range of standard correspondenceldocuments to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity.		
	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. Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service.		
	Planning & Organising • Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation.		
	 Support a group of senior start, ensuring compensation, and assisting in the effective organisation of internatewaternal meetings and activities to support a righ standard of othe organisation. Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. 		
	Finance/Resource Management - Follow established ordering procedures to ensure adequate resources are available to meet work requirements.		
	Work with others		
	Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit. Duties for al		
	Duties for all Values. To ophicate values and behaviours of the organisation. Equality J. Oversity, To work included, with a diverse range of stateholders and promote equality of opportunity. Health, Safely A. Where: To work and post-colleagues in the maintenance of a safe working environment reporting incidente, accidente, repairs and maintenance promptly and taking appropriate action.		
	To have regard to and comply with safeguarding policy and procedure as appropriate.		
ducation, Knowledge, Skills & Abilities, experience and Personal Characteristics	Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.		
xperience and Personal Characteristics	Familiar with one or more of the specific processes used in business, communication, financial or HR administration. *Ability to apply relevant health and safety, equality and diversity, and other county/stervice policies and procedures. Communication apple of the specific processes are of the specific processes.		
	Competent in a range of IT tools. A billy to work with others to achieve objectives and provide excellent customer service. Conductives of conductive conductives of the bills with the ability to build accord relationships with staff and outprover		
	Keining vointon into oriest and indirecto september 18 protector classifications and encounter and encounter intervention of the second relation material and exception of the second relationships with staff and customers. A kähl to prioritise and pain own workback in the context of conflicting priorities. Experience of working in a basy office environment.		
Details of the specific qualifications and/or experience if required for the role in line with the above description			
to the above description			
tole Summary	Poler at this level provide a	humbers support rendre as part of a specific senice or senice team. They	work within established processes and procedures, resolving problems or quaries with the more
ore Summary			
	They may support a group of restricted in terms of variety	I more senior staff with some of the more routine duties and ensure matters a or organisation of tasks than others. Where this is the case, customer service	I to organise their own workload and set their own priorities within short, e.g. day-to-day timescal re dealt with appropriately when they are out of the office. Some roles at this level may be more e may be the predominant feature.
Reason for Benchmarking - please c	omplete the appropriate		
Reason		Guidance for Business Case	
- Creation of a new role	Prease provide context to the		Business Case
		a creation of this new role.	Business Case
8 - Creation of a new role as a result of a eorganisation	reorganisation (team level, d	panisation. Please include sufficient detail to explain the extent of the lepartment level, etc) as well as the impact on the responsibilities associated	Surrey Pension Team organization re-design in order to support the aims and objectives of the newly integrated service following the dissolution of Pensions Administration from the Crists
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