



PENSION ADMIN ASSISTANT - BACKGROUND INFORMATION

Avon Fire & Rescue Service (AF&RS) serves the Unitary Authority areas of Bristol, Bath & North East Somerset, North Somerset and South Gloucestershire. It has 21 operational fire stations, together with offices, covering all areas, with its Headquarters based in Portishead, near Bristol. AF&RS Control Centre, where emergency calls are handled, is situated in Lansdown, near Bath.

With an annual budget of around £50 million, AF&RS delivers a wide range of fire, rescue and community safety services across a geographic area of approximately 514 square miles with a residential population of more than one million people.

AF&RS employs over 800 staff made up of: Service Delivery including wholetime and on-call Firefighters, and staff in its Control Centre, Service Delivery Support, and Corporate Services.

These two posts are within the Employee Relations Team, within the Service Delivery Support (People Services) Directorate, and report to the Pensions Advisor.

These are new posts which have been introduced on a fixed term basis initially in order to provide data entry and administrative support to the Pensions Advisor and Pension Scheme Manager. Given the complex changes to Firefighter pension regulations over the last few years, there is now an increase in workload within this team and a need to provide accurate data to ensure members receive frequent communications, timely remedy payments and that legislative and government bodies receive adequate updates as needed.

With effect from July 2023, UK legislation was amended to enable Fire & Rescue Services to undertake standard Disclosure and Barring Service (DBS) checks for all employees. All AF&RS posts therefore require a standard DBS check, with a few defined roles requiring an enhanced DBS check. This post is subject to a standard DBS check. These DBS checks will be renewed throughout employment.

Safeguarding is the duty of every member of staff at AF&RS: as a public authority we have a responsibility to ensure that the adults and children we interact with are kept safe from harm.





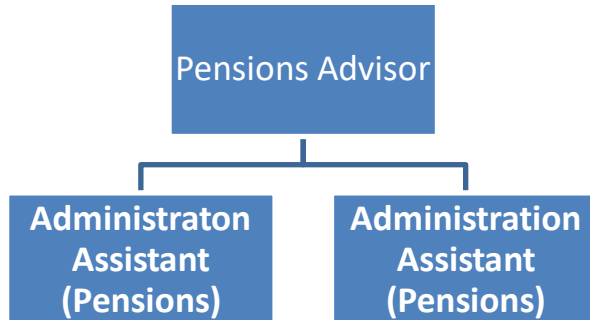
Job Description, Core Values and Person Specification

Job Title	Pension Admin Assistant
Post Number	3424 (this post) & 3425
Grade	HAY 10
Duration of Post	Fixed term until 31 March 2027 with the possibility of extension
Hours	37 per week, but applications for part-time or job-share working are welcome
Directorate	Service Delivery Support
Unit or Team	Employee Relations (People Services)
Reports to (give job title)	Pensions Advisor
Line management or supervisory responsibilities	No
Responsibility for managing a budget	No
Date job was evaluated	24.9.24

Purpose of Job:

The Administration Assistant for the Pension Team provides essential support by handling day-to-day administrative tasks, ensuring smooth operation and efficient management of pension-related processes. This role involves a high level of accuracy, confidentiality, and effective communication skills, making the post crucial to contributing to the delivery of an excellent Pensions service to members and employees.

Structure Chart:



Responsibilities and Duties:

1.	Processing standard retirement paperwork, working in partnership with Payroll Services and the Pensions Administrator, to ensure timely completion in line with SLA/KPI agreements.
2.	Monitor and organise the pension mailbox, responding to routine queries in a timely and friendly manner and escalating complex issues to senior team members and Payroll Services when necessary
3.	To extract relevant data from Payroll systems and records in relation to McCloud/Sargeant and Matthews/O'Brien remedy cases, converting from 4-weekly to monthly as required.
4.	Accurately input and process pension-related data into the relevant databases, systems and tracking logs.

5.	Assist with the appropriate checks to validate and ensure that information submitted to the Pensions Administrator is completed, referring to the Pensions Advisor where appropriate.
6.	Maintain records through management of confidential pension folders in line with GDPR.
7.	Publish relevant updates and links to developments with pension remedy processes on the Service website and intranet as required.
8.	Produce template letters and communications, under the guidance of the Pension Advisor, to be sent to staff and members.
9.	Handle filing, scanning, and archiving of important pension documents.
10.	Schedule meetings for the Pensions Advisor and Pensions Scheme Manager, attending to take notes if required.
11.	Under the guidance of the Pensions Advisor, assist in the preparation of documents for audits, Freedom of Information requests and regulatory reviews.
12.	Carry out any additional responsibilities as reasonable and appropriate, as agreed with line manager.

Special Notes or Conditions:

1.	<p>AF&RS requires all staff and leaders to promote equality and diversity by:</p> <ul style="list-style-type: none"> ensuring that, both in your dealings with other employees and with members of the public, you comply with all aspects of the Service's Equality Policy and legislation that outlaws discrimination; treating members of the public and other AF&RS staff with respect, dignity and in line with the expectations determined by our Service values at all times; and taking action when witnessing an act that could be considered discrimination or harassment, challenging it and/or raising with managers.
2.	This role is based at Police and Fire Headquarters in Portishead near Bristol. Although you are based at a specific location, for efficiency or other business reasons we may require you to travel to and/or work from any base within AF&RS service area or work from home, for which we will pay allowances where appropriate.
3.	If based at Police and Fire Headquarters, this is a secure site and therefore appointment to this post may be subject to passing the required vetting process.
4.	Many posts in AF&RS are hybrid-working with the facility to work from home and from an AF&RS work-base. Your manager will confirm if this applies to this post.
5.	Your job may involve working out of normal office hours, for which mutually agreed compensatory time-off will be given.
6.	Your job may involve you dealing with highly confidential and sensitive information. It is essential that you ensure this information is held and processed securely and that you act with tact and discretion at all times and comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Confidentiality must be maintained, even after leaving this post or AF&RS employment.
7.	You should maintain an awareness of environmental regulations in relation to the remit of your role. All employees have a responsibility to carry out their duties in an environmentally-conscious way and to actively support AF&RS's Environmental Strategy, Policy and objectives.
8.	You must ensure you maintain an awareness of Health and Safety Regulations relevant to the duties and tasks you carry out and report any situations or incidents which could be considered hazardous. You have a responsibility for your own safety and must not endanger that of colleagues/visitors in the workplace or the public.
9.	There may be times when you are required to wear specific clothing suitable to the type of work you are undertaking. This may include AF&RS branded corporate clothing (for example when representing AF&RS externally), or protective clothing for the work being carried out, as deemed appropriate by your line manager.
10.	All AF&RS posts require a standard DBS check, with a few defined roles requiring an enhanced DBS check. This post is subject to a standard DBS check. These DBS checks will

	be renewed throughout employment.
11.	Safeguarding is the duty of every member of staff at AF&RS: as a public authority we have a responsibility to ensure that the adults and children we interact with are kept safe from harm.

Avon Fire & Rescue Service Values

We are in the process of embedding the principles of the [Core Code of Ethics](#), on joining the service you will be involved in co-creating what these principles mean to us.

- Putting our communities first
- Integrity
- Dignity and Respect
- Leadership
- Equality, diversity, and inclusion (EDI)

Signed confirmation that this Job Description accurately reflects the requirements of the job:

Job Holder's Manager		Date	
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Signed agreement to carry out the responsibilities of this Job Description, and of acceptance of Avon Fire & Rescue Values:

Job Holder		Date	
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See following page for Person Specification

Person Specification

Job Title	Pension Admin Assistant			
Post Number	3424 and 3425			
Grade	HAY 10			
Qualifications, knowledge, experience, skills and personal attributes required for the job:				
	E=Essential D=Desirable	Measured by: A = Application T = Test I = Interview		
		A	T	I
Qualifications/Knowledge				
Proficiency in Microsoft Office Suite (Word, Excel, Outlook, etc).	E	X	X	
Level 2 qualification in numeracy and literacy, or able to demonstrate equivalent level.	E	X		
Experience				
Previous experience in an administrative role, preferably within a pension, HR, or financial services environment.	E	X		X
Experience of pension and/or retirement processes.	D	X		X
Experience of using database management systems and HR software.	D	X		X
Experience of uploading documents and information to a website/intranet.	D	X		X
Skills				
Strong attention to detail and accuracy.	E	X	X	X
Excellent organisational skills.	E	X		X
Able to handle confidential information with discretion.	E	X		X
Strong communication and customer service skills, both written and verbal.	E	X		X
Ability to work independently and as part of a team.	E	X		X
Personal Attributes				
Willingness to accept and work to our Values during the course of employment.	E	X		X
Adaptable with a flexible approach to work, to meet business needs.	E	X		X
Professional in conduct.	E	X		X
Strong stakeholder ethic with customer orientated approach.	E	X		X
Committed to undertake relevant training and continuous professional development opportunities.	E	X		X