

Job description

Apprentice Pensions Officer

- Grade: London Living Wage
- Reports to: Pensions Team Leader
- Direct reports: Principal Pensions Officer
- Your team: Pensions Service
- Service area: Financial Management
- Directorate: Resources

Special requirements of the post

Workstyle: Desk-based worker (Lower presence, one day a week minimum)

- Colleagues who are not usually client or customer-facing and can mostly work anywhere with the right technology. Regular on-site activities are required such as team events and collaboration that are more productive face to face

Apprenticeships: It is acknowledged that apprentices may need additional support as they progress in their professional development. As such, a higher frequency of office presence is recommended. This arrangement will be agreed with the line manager and reviewed periodically.

Islington Apprenticeship criteria

- Aged 16 and above; and
 - Islington resident or
 - Islington care leaver or
 - Islington school leaver in the last 12 months
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Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Apprenticeship Programme

Islington Council offers a wide range of high-quality apprenticeships. Alongside your job, you will complete a nationally recognised apprenticeship training course. On the job you will gain experience and skills required for your apprenticeship discipline. You will join the Pensions Team and play a key role in supporting the administration of the Local Government Pension Scheme (LGPS) and related legislation for the Council and its employees. You will work in a supportive learning environment designed to help you build confidence, gain hands on experience, and progress in your career.

We will support you to achieve a Level 3 Pensions Administrator qualification and ongoing development to help you build a strong foundation for your future career.

Key responsibilities

- To undertake a development programme as part of an apprenticeship. To undertake a Level 3 [Pensions Administrator Apprenticeship](#).
- Actively participate in your own development plan under the supervision of your line manager and the training provider.
- To work under supervision to learn office skills including updating member records, ICT programs /systems, mail, and answering queries.
- Acquiring and maintaining an up-to-date awareness and knowledge of LGPS Regulations and associated legislation, including new developments in pension matters to provide informed responses to enquiries and to promote the Scheme within statutory limitations.
- Issuing information to new members as required by relevant legislation, updating member records on the pension database and providing other occasional or regular information on benefits and entitlements as directed
- Dealing with correspondence, telephone enquiries, and personal callers as directed
- Respond to employee requests for information in person, on the phone and in writing.
- Constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with your own development and that of your role.
- Undertake other duties compatible with your learning and development as required
- Use information technology systems to carry out duties in the most efficient and effective manner.
- Achieve personal appraisal targets, as agreed by your line manager. Carry out duties and responsibilities in accordance with the Council's customer care standards.

- Use information technology systems to carry out duties in the most efficient and effective manner.
- Achieve personal performance targets, as agreed by your line manager.
- Be committed to the Council's ambitions and CARE values (see above).
- Undertake other duties compatible with your learning and development as required.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Point	Criteria description	Essential/desirable
1	Interest and motivation to work and obtain Pensions Administrator Apprenticeship qualification	Essential
2	Ability to meet the course entry requirements: <ul style="list-style-type: none">Pass course suitability assessments	Essential
3	Ability to communicate effectively	Essential
4	Ability to work as part of a team	Essential
5	Ability and willingness to follow instruction and learn new tasks.	Essential
6	IT skills and ability to learn new systems.	Essential
7	Ability to adapt successfully to change	Essential
8	Excellent time management skills.	Essential
9	Ability to maintain confidentiality.	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.