

ROLE PROFILE FOR Assistant Administration Manager

About the National Church Institutions (NCIs)

The National Church Institutions comprises a wide variety of teams, professions and functions that support the mission and ministries of the Church of England in its vision to be a church, centred on Jesus Christ, for the whole nation - a church that is simpler, humbler, bolder.

We Include. You Belong.

Our Belonging and Inclusion Strategy aims for everyone in the National Church Institutions (NCIs) to feel that they belong and are valued for who they are and what they contribute. Together, our people contribute in different ways towards our common purpose, whichever NCI they work in and whatever their background.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

We believe our commitment to belonging and inclusion fuels our progress and drives us forward. The NCIs are a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience we're looking for then we would like to hear from you.

About the department

The Church of England Pensions Board is one of the seven National Church Institutions (NCIs), that support the mission and ministry of the Church of England.

The Board provides retirement services to those who work or minister for the Church, providing pensions for 44,000 members, and providing support with retirement housing to 1 in 6 retiring clergy. We also directly manage c£3.2bn of pension investments, ensuring these are invested responsibly in line with the Church of England's ethical policies.

The Board is currently exploring the possibility of introducing a collective money purchase pension scheme, in tandem with simplifying its existing pension arrangements.

What you'll be doing

To support, and act as an Assistant to, the Pensions Administration Manager with the administration, benefit payments and contribution collections for the Board's pension schemes and the associated relationships and facilitating a programme of operational improvements.

MAIN DUTIES AND RESPONSIBILITIES

1. Support the Pensions Administration manager to coordinate the administration of the Board's pension schemes, ensuring that pension payments and all other benefits are paid on time. Make sure that dealings with the Board's 44,000 members, pensioners and participating employers are delivered to agreed service level standards. Direct and determine the priorities of the Administration and Payroll Teams in a highly pressurised working environment.
2. Coordinate the work of the administration and payroll teams. Allocation of work processes and forward planning of monthly and other regular tasks relating to contribution collections.
3. Lead and coordinate regular tasks and annual exercises; including production of annual benefit statements; pension increase exercises; provision of Annual Valuation data to the Scheme Actuary and resolving data queries; monitoring of payroll reports for the pensioner buy-in insurer and pensioner existence monitoring.
4. Understand the rules and calculation basis of all the Board's Pension Schemes. Be able to process, authorise and support the team when necessary, including the most difficult and complex cases - providing technical advice and recommendations.
5. Manage and ensure quality of advice to the Pensions Manager, Chief Executive and Chairman for ill health retirement applications, death benefit settlements and complaints.
6. Coordinate actions and processes relating to Pensions Online and Employer Hub websites.
7. Identify areas for improvement and change. Continuously seek to make processes and team operations more efficient. Work with other teams in the department to reduce the risk of error and reduce processing times. Be responsible for user acceptance testing of process changes and the training of the team
8. Be involved in the testing and implementation of new pension arrangements.
9. Be the main support to the Pensions Administration Manager with financial management including the collection of contributions from the c700 participating employers, approximately £100m each year. This involves managing arrears and the Pension Board's attaching statutory obligations to the Pensions Regulator. This is sensitive and requires the job holder to exercise judgement and discretion in negotiating suitable settlement and

alternative collection methods as necessary with senior managers from participating employers and church bodies.

The main duties and responsibilities of your post are outlined in your job description. This list is not exhaustive and is intended to reflect your main tasks and areas of work. Changes may occur over time, and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

About You

The Church of England is for everyone, and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

PERSON SPECIFICATION:

Essential

Skills/Aptitudes:

- Managing payroll and administration teams to deliver agreed business objectives.
- Presenting complex technical issues and potential solutions to non-expert audiences.
- Leading and initiating change.
- Communicating (and leading by example) our cultural values.
- Using professional judgement to interpret complex legal and regulatory requirements.
- Manage relationships and performance of external and internal service providers and suppliers.
- Fostering talent and developing staff.
- Demonstrating a logical and numerate approach to work.
- Utilising excellent communication, presentation, and influencing skills with staff, members and stakeholders.

Knowledge and Experience:

- Proven track record in pension scheme administration – ideally in with experience of different types of UK pension arrangements.
- Must understand pension administration systems and wider financial functions of the Board.
- Significant experience of providing excellent customer service to agreed service levels.
- Thorough understanding of;
 - legal basis of occupational pension schemes and trust law,
 - regulatory environment of pension schemes, investments and taxation,
 - customer service.
- In-depth technical pensions knowledge to include;
 - all types of UK occupational pension schemes including; defined benefit, CARE, hybrid (with-profit deferred annuity and cash balance) and defined contribution schemes,
 - auto enrolment,

- State pensions.

Personal Attributes:

- Ability to empathise with the concerns of different groups of stakeholders with a wide range of pensions knowledge and experience; and to communicate appropriately.
- Highly organised, self-motivated and self-disciplined.

Education:

- Progress towards Diploma of the Pensions Management Institute or equivalent.

Desirable

Education:

- Associate of the Pensions Management Institute (APMI) or equivalent.

Skills/Aptitudes:

Knowledge/Experience:

- Significant experience in occupational pension administration.
- Experience of supervising and/or managing administration teams.
- Ability to interpret and apply the framework of financial advice regulations with our customers and employers.
- Experience of working for a non-associated multi-employer scheme.

Vacancy Summary

JOB TITLE:	Assistant Administration Manager		
NCI ENTITY:	Church of England Pensions Board		
DEPARTMENT:	Pensions Administration		
GRADE:	Band 4	Market Rate Salary	
SALARY:	£63,488		
WORKING HOURS:	35		
PRIMARY OFFICE LOCATION:	Remote		
HYBRID WORK ARRANGEMENTS:	Remote working, occasional in person meetings		
IS HOMEWORKING A REQUIREMENT FOR THE ROLE?:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
IF NOT A REQUIREMENT, IS THE ROLE SUITABLE FOR HOMEWORKING?:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
CONTRACT TYPE:	Permanent		
IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL	<input type="checkbox"/>	Select level of DBS Check required	
IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?	<input type="checkbox"/>		
ORACLE POSITION CODE:	8017826		
COST CODE:	31403		
PARENT POSITION:	Claire De Villiers		