

JOB DESCRIPTION

<u>Job Title</u>	Employee Relations Advisor (Pensions)
<u>Reports to</u>	Employee Relations Manager
<u>Reporting staff</u>	None

Job Purpose

To execute all Employee Relations functions relating to employees' pensions, specifically arising from changes to pension legislation, regulations and resulting remedial work. To provide a customer focussed HR support which includes resolving pension related issues on a day-to-day basis in liaison with the relevant pensions administrator and by providing a comprehensive service to managers and staff within the organisation.

Generic Responsibilities/Job Family

Technical

- To provide specific support to a Service department or function which may include maintenance of records, distribution of information, participating in events or co-ordinating application/assessment processes.
- To act as a point of contact for the function and provide appropriate information, guidance and/or support.
- To ensure effective systems are in place and provide advice to senior managers regarding system development and review.

Specific Responsibilities

1	In liaison with the relevant pension's administrator, provide HR pension information and support to line managers, business partners and all employees. Investigate and resolve a wide range of pensions related issues in a fair and consistent manner.
2	Responsible for the production of all pensions related documents (e.g. associated policies, discretions etc.) to ensure they are up to date and reflective of current legislation and regulations.
3	Develop and maintain excellent relationships with internal and external stakeholders to ensure the accurate and effective delivery of pension services.
5	Input all relevant pension changes on the current pay system in a timely manner to ensure that staff and employer contributions are accurate. Liaise with employees and external stakeholders in resolving issues and finding solutions whilst working to tight deadlines.
6	Provide appropriate notifications to the relevant pension's administrator relating to starters, leavers, and changes in circumstances. Provide support to auto enrolment, annual returns and the provision of reports for APB's and ABI's.
7	Proactively use a system thinking approach to ensure HR systems are accurately updated whilst providing and implementing recommendations for improvements and working practices.
8	Manipulate data to support with remedial work arising from changes to pensions legislation and regulations.
9	Participate in any projects or policy and procedure development associated with pensions.
10	Update and maintain the Services CONNECT pages relating to Pensions.