

USS LTD

JOB DESCRIPTION

Job Title : Pensions Supervisor
Grade : Four
Department : Pensions
Responsible to : Pensions Operations Manager

1 Job overview

Pensions supervisor:

- takes responsibility for the team and its performance – accessing statistics and producing reports and carrying out assessments on the staff;
- supervises the work of the team and individuals, setting team and individual targets taking account of and achieving a balance between work to be done and resources available;
- encourages and supports staff, offering help, guidance, coaching;
- achieves the published objectives, monitoring results and taking appropriate action;
- liaises with other supervisors to ensure consistency, fairness and balance of effort and resources across the teams;
- provides the technical knowledge and ability to enable the department to function effectively;
- represents the pensions department at meetings and workgroups when appropriate;
- contributes to the improvement of systems as required;
- is responsible for staff and liaising with the training department regarding staff training;

2 **Main duties/work elements** (max of three)

2.1 Monitors and controls the flow and quality of work in the department, reporting intractable problems to the pensions operations manager. The specific areas of work are as follows:

- monitors and controls workflows;
- produces/arranges for statistics and reports as and when appropriate;
- sets weekly case targets for staff.

70%

2.2 Provides the technical knowledge and ability to enable the department to function effectively, ie:

- checks and authorises casework;
- prepares replies on unusual/complex matters, seeking advice from pensions managers as appropriate;
- advises institutions and members/other bodies, as required;
- reviews staff performances and completes staff assessments.

10%

2.3 Authorises, when appropriate, within prescribed limits:

- (a) transfer-out payments;
- (b) retirement benefits;
- (c) benefits payable on death;
- (d) service assessments;
- (e) leaver benefits.

10%

3 **Secondary responsibilities/work elements by time** (max of three)

3.1 Work alongside training department to train, develop and motivate department's members and maintain discipline.

5%

3.2 As directed by the pensions operations manager:

- participates in project teams;
- represents pensions department at inter-departmental meetings;
- carries out ad hoc tasks.

5%

Signed

Job Holder Date:

First Line Manager Date:

Senior Manager Date: