

Pensions Consultant

Join us – make a difference in our communities

WSCC recognises that its employees are central to everything it does. Pension Scheme benefits are a key part of the reward and benefits package for staff. The Pensions Team are professional leads for the delivery of the four Pension Scheme arrangements for WSCC and schools' staff.

The Human Resources, Organisational Development and Communications Directorate provides critical support functions to our services, relentlessly focusing on delivering better and cost-effective outcomes. Our teams use their experience to enable and challenge the Council to deliver improved efficiency and effectiveness.

About the job

The role will be part of a team providing expertise in relation to all pension schemes operated by the County Council, schools, and other external customers, including in relation to the LGPS, Fire Schemes, the NHS Pension Scheme and the Teachers' Pension Scheme. The role will maintain oversight of Teachers and NHS administration through the WSCC Payroll, and liaise with the NHS and Teachers Schemes, as appropriate.

The postholder will have detailed knowledge of relevant Regulations, practices, and procedures and has responsibility for developing pension related employment policy, practice and decision-making processes.

By providing technical knowledge, the postholder will support and advise those charged with the management of the schemes to understand the impact of discretions and regulations, to ensure that any solutions they propose are appropriate to meet WSCC requirements, that the County Council (including the Fire and Rescue Service) fulfils its responsibilities as an employer and meets best practice.

To support this, the role will proactively scan the local and national environment for changes, examples of best practice, and common issues, and will work across the Directorate to establish and maintain processes, solutions, decision making, and assurance.

The role will provide subject matter expertise across the range of schemes to ensure questions, problems, and individual pension decisions are made, or resolved, compliantly. The postholder will oversee individual complaints/ disputes regarding employment related pensions matters, ensuring decision



Job Description & Person Specification



makers are advised on practice, consistency, governance, and regulatory considerations.

The role will work with HR Shared Services/Payroll and customers, including schools, to maintain good working relationships, and to ensure changes are managed and issues or concerns are resolved.

What you'll need to succeed

You will have a sound understanding of pension schemes and regulatory matters and the operation of pension schemes within Local Government. You will be able to consider complex pension matters including undertaking research and review of guidance, regulations, and case law, and present possible solutions.

You must be able to constructively challenge existing practices to facilitate continuous improvement in practice and compliance with regulatory requirements.

You must be able to establish, develop and maintain good working relationships, and be able to work collaboratively with HR&OD colleagues, stakeholders, and third-party suppliers, to resolve problems, and to achieve short-, medium- and longer-term projects.

Job details

Grade: Grade 12

Directorate Group: HR, OD and Communications

Location: County Hall, Chichester

Required experience and skills

Key Skills:

1. Ability to consider and research issues, analyse and interpret complex information and engage the appropriate colleagues and partners to make sound recommendations, taking account of risks and impacts.
2. Clear and effective communication and interpersonal skills to interact effectively with a range of stakeholders and create and maintain effective working relationships. This includes the ability to challenge and influence others, to promote understanding of technical information and to successfully advise and guide colleagues to make sound decisions which could have a significant impact.
3. Ability to write policies and relevant processes, which are both viable and practicable and meet legislative and business needs, including working with colleagues and partners to agree policy detail and gain appropriate approvals.
4. Ability to adapt to changing situations in a measured and flexible manner to adapt the service provided to respond to changes in circumstances whether legislative, structural, client related etc.



5. Ability to work independently to plan and prioritise work over the short-, medium- and longer-term, setting timescales and organising activities in coordination with others to deliver objectives to deadlines, whilst still delivering to a high standard of quality.

Qualifications and/or experience:

- Post Graduate Diploma in Chartered Institute of Personnel and Development and/or Institute of Payroll and Pensions Management (IPPM) qualified or equivalent HR/Pension related qualification or experience.
- Chartered Member of Chartered Institute of Personnel and Development, Institute of Payroll and Pensions Management or equivalent, and/or evidence of continuous professional development.
- Provision of timely, sound and accurate advice and guidance direct to managers.
- Evidenced ability to develop and maintain detailed knowledge of relevant pension regulations, practices, and procedures for local government with expertise in one or more of schemes such as the LGPS, Fire Schemes, the NHS Pension Scheme and the Teachers' Pension Scheme.
- Experience in developing pension related employment policy and practice.
- Demonstrable experience of considering complex issues including legislation and case law in developing and implementing solutions to meet the needs of the organisation.
- Demonstrable evidence of identifying issues and offering appropriate action by means of appropriate solutions.
- Demonstrable experience in building relationships with others to work efficiently and collaboratively and to develop and apply best practice for continuous improvement of the service.

Key responsibilities

Provide specific support as part of a team (or across teams), working with good technical expertise and a clear understanding of the relevant area and potential impacts.

Provide technical knowledge and expertise, including determining the effect of legislative, case law, and regulatory changes in pensions and compensation for WSCC.

Maintain and develop employment policy, including keeping under review pensions discretionary policies (LGPS, Fire, Teachers, WSCC) and pension aspects of employment policies.

Provide subject matter expertise through advice and analysis to support decision making on employer pension discretions.

Lead on the coordination and implementation of Teachers and NHS pension policies, in conjunction with HR Shared Services.

Provide oversight and advise on processing and reporting on pensions matters, and provide advice as appropriate across all schemes.



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Support projects and activities which have pension implications, including TUPE transfers and admission requests for employers, working with specialists across WSCC in doing so.

Advise on, or resolve, complaints and disputes in relation to employment related pension matters and being the point of escalation for the Payroll team on pensions matters.

Manage and maintain the council's internal dispute resolution procedure, including advising decision makers, ensuring compliant management of complaints, and implementing actions and learning following complaints.

Support and advise HR Shared Services on handling pension provision for external bodies, as appropriate.

Work with HR Shared Services to ensure effective management of auto-enrolment, including changes to requirements, positions and processes, and assuring compliance.

Effectively line manage members of staff, and provide support and mentoring to colleagues as required.

Our Values

You will lead, promote and demonstrate the values of our organisation.

- Trust and Support
- Listen and Act Upon
- Customer Centred
- Honest and Realistic
- Genuinely Valued

You will lead, promote and demonstrate the cultural ambition of our organisation:

"We have an inclusive and supportive culture, work in partnership and reward individual and team contribution."

JD Code: N147

Date: September 2025

