

create a better place



Pension Engagement Specialist

Candidate Information Pack

Please consider the environment and only print this document if you really need to.

<http://www.gov.uk/environment-agency>

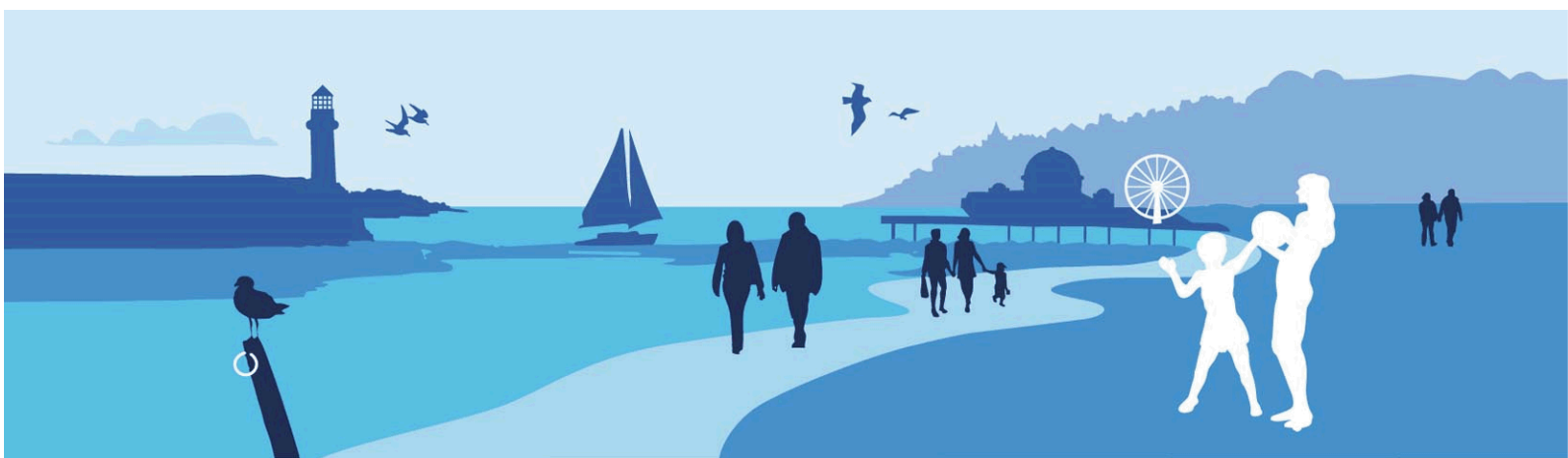


Job title: Pension Engagement Specialist
Job location: National
Date: 29 February 2019
Reference: 9698

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1. Our organisation

Our organisation

We are the Environment Agency. We protect and improve the environment. Acting to reduce the impacts of a changing climate on people and wildlife is at the heart of everything we do. We reduce the risks to people, properties and businesses from flooding and coastal erosion. We protect and improve the quality of water, making sure there is enough for people, businesses, agriculture and the environment. Our work helps to ensure people can enjoy the water environment through angling and navigation. We look after land quality, promote sustainable land management and help protect and enhance wildlife habitats. And we work closely with businesses to help them comply with environmental regulations. We can't do this alone. We work with government, local councils, businesses, civil society groups and communities to make our environment a better place for people and wildlife.

Of course, none of this will be possible without the professionalism and dedication of our staff. We are committed to promoting equality and diversity in all we do, and to valuing the diversity of our workforce, customers and communities.

We're committed to helping our people to find new ways of working and to maintain our focus on creating a better place for people and wildlife. For more information on the Environment Agency and what we do, please visit:

www.environment-agency.gov.uk/aboutus

[Website](#) | [Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Instagram](#) | [Flickr](#) | [YouTube](#)



2. Salary and benefits

Join us in this role and you will enjoy the following benefits:

Grade Rate:	Salary range £34,330 - £42,530
Location:	Bristol
Hours of work:	37 hours Permanent
Leave entitlement:	<p>Your leave allowance in this role will be 27 days plus bank holidays (pro-rata - if part time or an assignment).</p> <p>We also offer up to two days paid environmental outcome days each year. These give you the opportunity to take part in community activities with a clear environmental outcome for people and wildlife.</p>
Pension:	<p>We will enrol you into the Environment Agency Pension Fund (EAPF) on commencing employment, if your employment contract is for 3 months or more. The EAPF is part of the Local Government Pension Scheme (LGPS). It is a career average scheme, which means you will build up benefits based on your pay each scheme year rather than your final salary.</p> <p>We will base your pension contributions on your actual pay and you will receive tax and national insurance relief on your contributions. The pension contribution rates currently range between 5.5% to</p>



2. Salary and benefits continued

12.5%. Whilst you are in the scheme we will also pay an employer contribution into your pension pot. We currently pay 18.5%, so this is a very generous scheme.

Work/life balance:

We support flexible working hours and practices to help you strike a good balance between your work life and your personal life. We will also encourage you to keep developing your skills and professional knowledge throughout your career.

Diversity:

We are committed to diversity and inclusion. We aspire to be the best employer in the country for equality, diversity and inclusion (EDI) and want all our staff to feel valued and respected and to see this as a great place to work. From our EDI executive champions to our EDI employee networks, everyone has a part to play to embed equality, diversity and inclusion in our organisation. Diversity: it's in our nature.

Relocation:

If you need to relocate to take up this role, we might be able to offer financial help with this. This will depend on your circumstances, so if it's something you are interested in, please discuss it with us to find out what the options are.



3. The role

Role

Our Pension Fund Management team is responsible for the day to day oversight of the Environment Agency Pension Fund (EAPF), and use external services in the provision of Member Benefits & Administration. We are part of the Local Government Pension Scheme (LGPS) and have around £3.5bn in assets for 40,000 members across our Active and Closed Pension Funds. We are an award winning Pension Fund and have customer service excellence at the heart of everything we do.

We require an individual who can further develop our communications strategy and ensure the Pension Fund engages effectively with our members, employers, committees and other internal and external stakeholders.

Principal accountabilities

Specific

The Pension Engagement Specialist will assist the Pension Administration Manager in developing and implementing strategic communication to stakeholders with specific emphasis on digital engagement and working with our Third Party Administrator on improving processes to enhance member experience.

Key deliverables

- Develop, implement and communicate Environment Agency Pension Fund (EAPF) policies to enable delivery of Fund strategies.
- Operate within Local Government Pension Scheme (LGPS) Regulations and other overriding pension legislation. Understand, interpret and communicate EAPF benefits, investment and responsible investment information in an informative, accurate and engaging manner.
- Develop and implement innovative communication concepts to engage in a clear and integrated way. Introduce the tools to evaluate and assess all aspects of our communications to meet our digital engagement targets. Develop and implement our Pension Fund “brand and style” guide, ensuring that it is used by all parties and remains fit for purpose.

- Project manage new developments and functionality within our website and self-service offering to enhance our member experience. Use the latest technology and communication techniques to improve engagement and understanding of the EAPF, including the use of Social Media.
- Responsible for the preparation, production and implementation of all Pension Fund communication activity including materials such as annual benefit statements, annual pension fund reports, scheme guides, newsletters and delivery of pension briefings/webinars using digital and published formats.
- Responsible for managing engagement delivery from our pension fund administrators including strategic direction.



3. The role continued

- To maintain and manage Social Media and press interaction, and to prepare papers, and present reports to the Pension Committee & Pension Board when required.
- Project manage, develop and implement our review of the retirement process and member correspondence.
- Manage our relationship with our Additional Voluntary Contribution (AVC) providers and payments & disinvestment process.
- Maintain professional knowledge of industry best practice through seminars and Local Government Pension Scheme review groups.

Generic:

Our advert describes the day to day activities of the role, the team it operates within and the skills/experience we're looking for from applicants. The role of Pension Engagement Specialist fits into our Business Services job family at Staff Grade 5 – please see the job family role profile that we've provided.

In the Environment Agency, our roles are grouped by grade and similar characteristics into one of seven job families. Job families describe the work undertaken in broad terms. This enables us to use generic profiles to broadly describe 80% of the key accountabilities, skills and experience for each job family at each grade.



3. The role – skills and experience

Knowledge/Qualifications

Educated to degree level in a relevant discipline and/or relevant experience as described below.

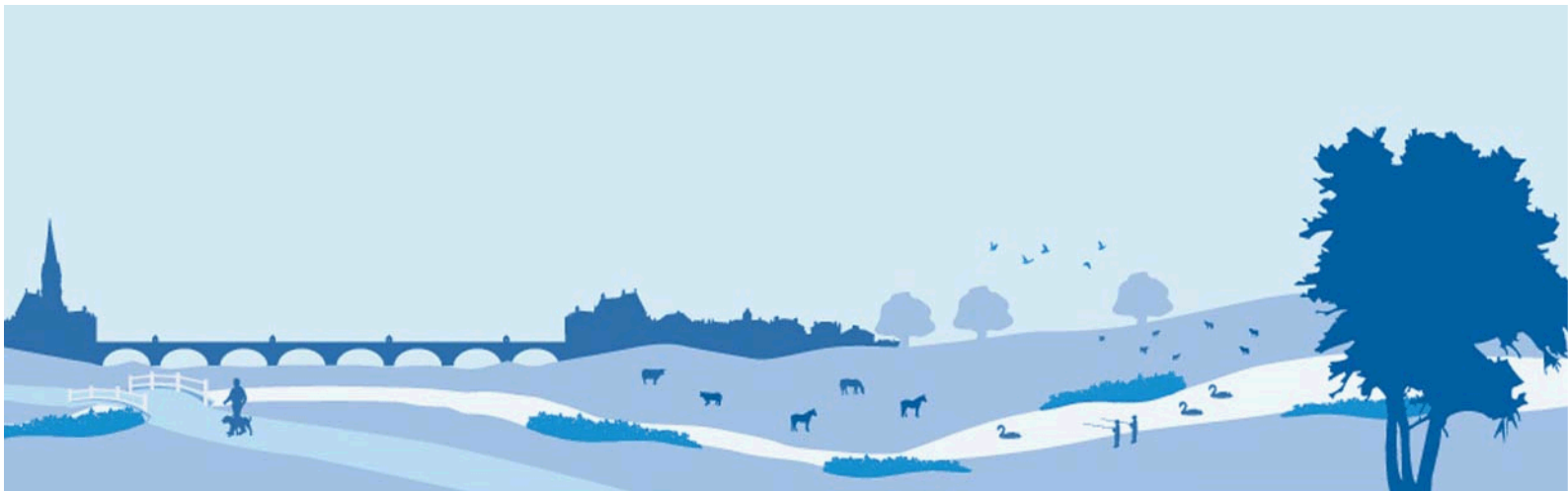
Skills/Abilities/Experience

- Demonstrates proven experience of the pensions industry with specialist knowledge of the Local Government Pension Scheme (LGPS). This includes benefits administration, communications and investments.
- Experience of effectively leading multiple projects and /or competing business priorities at once.
- Strong engagement and influencing skills, with the ability to gain the respect of, and buy in from staff and stakeholders at all levels
- Ability to build and nurture a network of contacts, develop key relationships and opportunities, and use these to support the delivery of key business objectives.
- Ability and experience in driving through positive changes in complex organisations to support culture change;
- Well-developed stakeholder management, analytical and problem-solving skills using a range of techniques and tools.
- Excellent written and oral communication and presentation skills.

As part of the short-listing process you will be assessed against the following four capabilities:

- Leads people
- Delivers results through others
- Influences and persuades; and
- Engages people.

Where possible, please use your responses to these four capabilities to demonstrate your skills, abilities and experience.



4. Further Information

The Environment Agency values a diverse workforce and welcomes applications from all sections of the community who wish to join a workforce which embraces difference and welcomes everyone.

We aim to create and maintain a diverse workforce (including our Board and Executives) that better reflects the UK's economically active population. Therefore, we particularly welcome applications from Black, Asian and Minority Ethnic (BAME), disabled, female and LGBT+ candidates who are under-represented across our workforce.

We will consider flexible working patterns for all our vacancies, including job share, so please include clearly any information regarding your preferred working arrangements on your application.

Some amount of travel will be required as part of the role.

Interviews are likely to take place week commencing 13 May 2019

Eligibility to apply and continuity of employment

Employment agency workers and contractors are considered to be external candidates and should therefore only apply for positions that are being advertised externally. They are also not eligible to claim continuity of employment should they be successful in securing a position with the Environment Agency.

If you have been a member of a Regional Flood and Coastal Committee in the last 12 months we will not be able to continue with your application based on agreed appointment rules related to employing ex-RFCC members. We would welcome an application from you once the 12 month period have passed.



4. Further Information

Eligibility to apply and continuity of employment cont.

For applicants who currently work in local government or other bodies listed in the Redundancy Payments (Continuity of Employment in Local Government etc.) (Modification) Order 1999, you may be eligible for continuous service for the purpose of calculating any future redundancy payment. In addition, if you can demonstrate that you have worked at the Environment Agency immediately before joining the Civil Service and are now being re-employed by the Environment Agency within a period of three years of leaving, you may also count your Civil Service employment for the purpose of calculating your service related entitlements as outlined above. If you are unsure of your status then you should contact your own HR Team.

Pre-employment Checks

We apply the Baseline Personnel Security Standard (BPSS) check when recruiting staff to our posts. This includes a basic criminal records check.

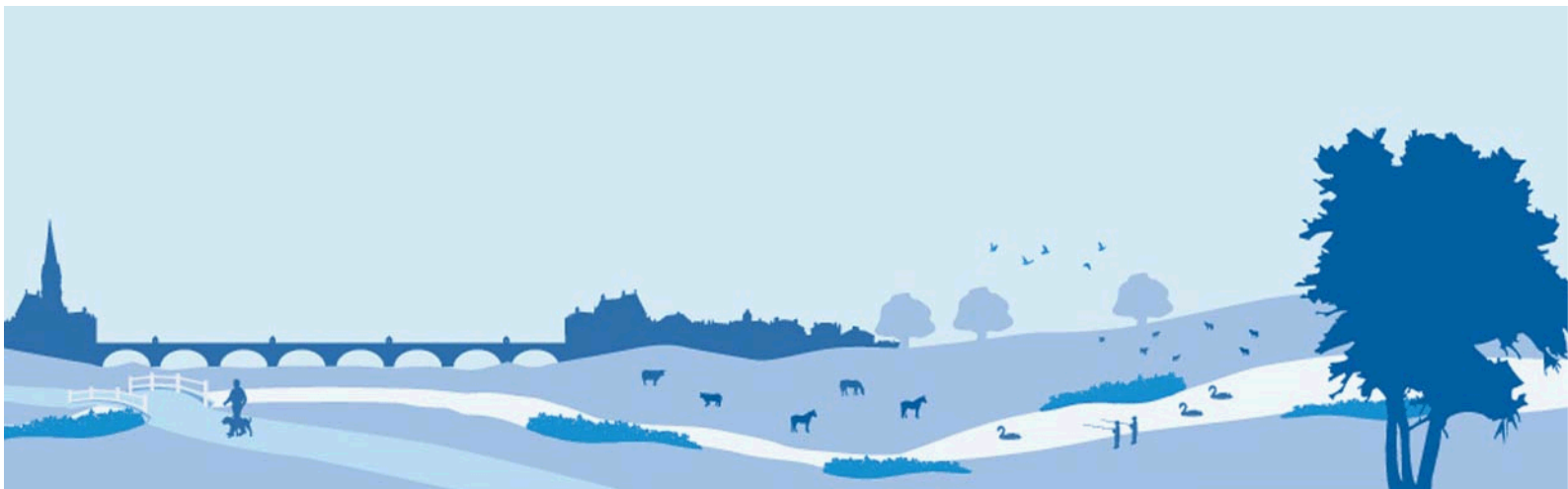
For the great majority of roles in the Environment Agency this will be sufficient and only certain roles will require a higher level of clearance. Should this be necessary, you will be advised of this during the recruitment process.

Positions based at our London office or roles that require frequent travel to London require CTC level security clearance. This will be confirmed to you during the recruitment process.

Want to find out more?

To find out more about what it's like to work at the Environment Agency, please visit:
<https://www.gov.uk/government/organisations/environment-agency/about/recruitment>





5. How to apply

We use an online recruitment system. To make the application process simple and straightforward, and so that you know how it works and what we need from you, we've put together a few hints and tips. Make sure you have all the information you need about the vacancy. For some jobs, you'll be asked to download a candidate pack, like this one, where you'll find specific application instructions.

The first thing you need to do is sign up to our recruitment system. You will need a valid e-mail address to log in and apply for opportunities, as all communication from us will be via e-mail. You can do this via the vacancy you are interested in by selecting '**Apply**' at the bottom of the advert.

Once you've clicked this link you'll then be asked:

- Do you have the right to live and work in the UK?
- Do you have the required qualifications or equivalent experience, which were stated in the job advert?
- Are you currently an employee of this organisation?

Simply answer yes or no and you can carry on with your application. You'll then see the '**Register**' page. Simply complete the details and select '**Submit Registration**' and register to the system. You only need to sign up to the system once; you'll just be able to login next time.

When it comes to the actual application, you need to fill out each section, please be aware that the system will automatically time out if you are inactive for more than 60 minutes. This will result in any unsaved information being lost so make sure you save what you are doing regularly. Once you've finished, your details and information will be saved on the system for any future applications – of course, you can edit your details at any point.



5. How to apply continued

When you apply to the Environment Agency for a job we will ask you to provide your personal data on our application form. We need this information so that we can establish your identity and your right to work in the UK.

You can read our Data Protection Statement on the application process page of our recruitment system. It is also available for reference on each page of the actual application.

Competence Questions/Statement

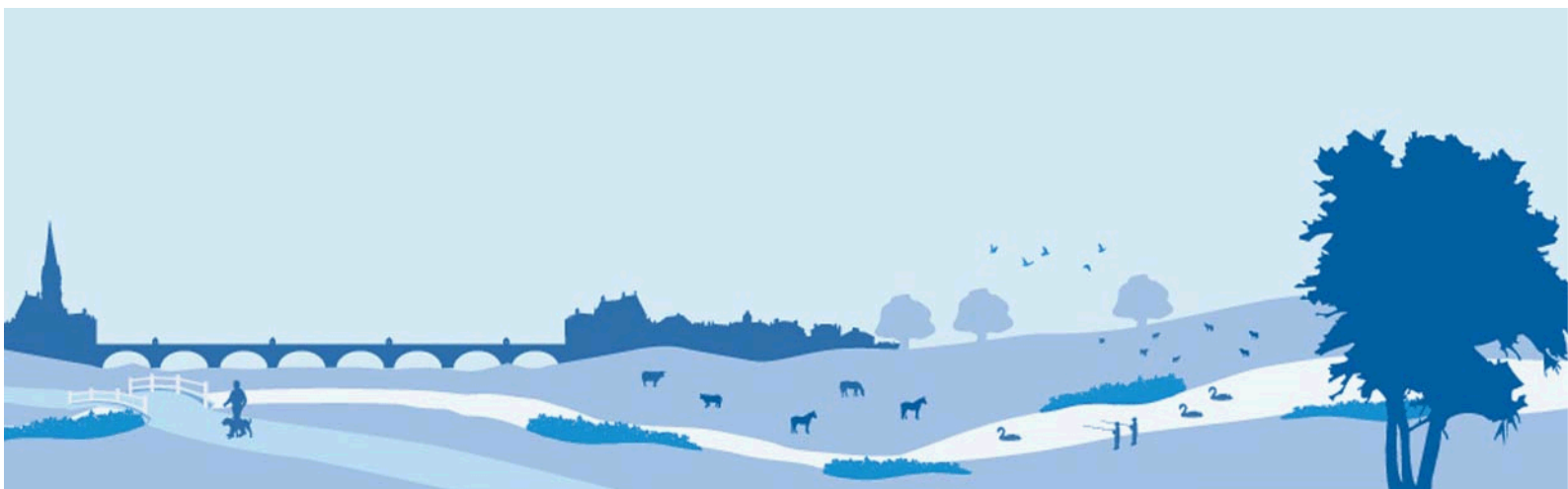
We're keen to know what makes you right for the job you're applying for and why we should ask you in for an interview. The competence questions/statements are your chance to convince us!

You should demonstrate how your skills, qualities and experience meet the requirements of the job (as described in the job advert and candidate pack). And instead of simply telling us, show us: use real life examples of where you've used a certain skill or how you've practically applied your experience.

There's a 250 word limit per competence including spaces. It's a really important part of the selection process so make sure you keep your statement relevant and concise. Think about what we need to know about you and what you'd bring to the role and our organisation.

Application questions

For some roles, we'll ask you some specific questions, like if you have a preferred work location. If you're disabled and you'd like to be part of our Guaranteed Interview Scheme, you can add this information in here.



5. How to apply continued

Equality and Diversity

We're committed to reflecting the communities we serve and we'd like you to tell us about yourself and your background.

Submitting your application

Once you've filled out and completed everything, you'll be prompted to submit your application. Simply click the button and you're done.

Please be aware that once you've submitted your application, with the exception of the 'Personal Details' section you will not be able to edit your application further. If you decide to withdraw your application, you will not be able to submit another application for the same vacancy.

If, at any stage, you have questions or problems, please contact the recruitment team on 0845 241 5350 or email ea_recruitment@sscl.gse.gov.uk

Setting up 'job alerts'

If you have been unsuccessful with your application you can set up email alerts for future vacancies. You will automatically receive an email when a job that matches your criteria becomes available. To do this simply click on '**create a new job alert**', enter your job criteria and save.