

Service specification between the Surrey Pension Fund and Orbis Pension Administration

Overview of the service specification

Surrey County Council is the administering authority for Surrey County Council Pension Fund (SPF).

The SPF has ultimate responsibility for interpreting and implementing statutory Local Government Pension Scheme (LGPS) regulations, related and overriding legislation. It makes sure that there are robust systems and processes in place to ensure that the scheme is administered in accordance with the relevant legislation and within the prescribed levels of performance.

This service specification between the SPF and the Orbis Pension Administration Service (Orbis) sets out service standards for the level of service that Orbis will provide the SPF to ensure that statutory responsibilities are met and SPF members are delivered a high quality service.

The specification is divided in to four sections;

1. Service scope.
2. Service standards.
3. Reporting and monitoring of performance.
4. Review and continuous improvement.

This specification will be reviewed annually by the SPF and Orbis and remains valid until superseded by a revised specification authorised by the SPF.

Objectives of the service specification

The purpose of the service specification is to ensure that the relationship and service delivery commitments between the SPF and its provider of pension administration services, Orbis, is clearly defined.

The objectives of the service specification are to:

- Provide clear reference to service ownership, accountability, roles and responsibilities.
- Present a clear, concise and measurable description of the service provision of Orbis to the SPF.

- Introduce metrics to allow the measurement of expected service provision with actual delivery.

Key stakeholders

The following are the key stakeholders connected with the service specification:

- The Orbis pension administration team: (“Orbis”)
- The Surrey Pension Fund Committee: (“the Committee”)
- The Surrey Local Pension Board: (“the Board”)
- Employers in the Surrey Pension Fund: (“Employers”)
- The Surrey Pension Fund Team: (“the Fund team”)

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The service specification

Orbis is responsible for all functions associated with the administration of the prevailing LGPS Regulations, The Public Service Pensions Act 2013, associated legislation and, where relevant, the prevailing Local Government (Early Termination of Employment) (Discretionary Compensation) (England and Wales) Regulations

1. Service scope

The following service areas are the responsibility of Orbis as part of the service specification.

1.1 Record keeping, data management and security

- To generate and maintain accurate, complete and up to date records of all data necessary for pensions administration in respect of all active members, deferred beneficiaries, pensioners and their dependants in SPF for a period of at least 100 (one hundred) years in order to comply with audit requirements, the Local Government Pension Scheme Regulations, all associated legislation including DWP and HMRC legislation and employing bodies' policies.
- All documents relating to members must be scanned to the relevant records on the document imaging system (Altair) and all original documents to be stored securely.
- To maintain adequate records for former members, even if SPF no longer has any liability for them, for at least one hundred years.
- To hold all membership data in at least two forms (e.g. computerised and document imaging system, backed up on a remote secure server) and to ensure that adequate security (including fire proof environment, where relevant), back up facilities and disaster recovery routines are in use at all times.
- To ensure that all data media used comply with current and future legislative requirements.
- To ensure adequate controls are in place to provide security against fraud and to reduce the opportunity for human error.
- To make all records readily available as and when required to authorised representatives of the SPF, the Committee and the Board (including its Internal and

External Auditors) and those of the other employing bodies, to the Fund Actuary, relevant Payroll Services providers and to any other organisation or individual with a statutory right to view such data.

- To follow tPR guidance on data quality and have in place a Data Plan to enable the continuous improvement of data quality.
- For all data storage systems Orbis will be required to maintain a satisfactory level of system security and back-up facilities including as a minimum:
 - daily back-up of all data;
 - arrangements to ensure the security and confidentiality of all data relating to all employing bodies, their employees, pensioners and former members;
 - system access must be controlled by suitable control software and be limited to authorised users only.
 - compliance with the requirements of the Data Protection Act (General Data Protection Regulation); the Computer Misuse Act; the Freedom of Information Act and any other known legislation relating to security of data;
 - arrangements to ensure the security and confidentiality of all documentation received;
 - arrangements to ensure the security and confidentiality of all output data and documentation up to the point where it is transferred to an authorised user or agent.
- To have appropriate physical security and environmental controls to minimise the risk of damage to computer systems holding SPF data.
- To ensure appropriate disaster recovery plans are in place to allow the systems(s) to be restored following a failure and that a copy of such plan is provided to the SPF.
- To ensure that the disaster recovery process is tested annually. Where testing has been carried out a report should be produced for the SPF highlighting any problems encountered that may affect the integrity and safekeeping of data, and the actions taken to remedy these. Orbis shall ensure that any required changes to the disaster recovery process and business continuity are implemented as soon as is reasonable and confirmation provided to the SPF.

1.2 Pension payroll

- To ensure that all pensions, ongoing compensation payments and injury awards are paid accurately and on time.

- Orbis will generate an accounting file at source within the pension payroll system following the payroll run for that month. Orbis will check the file is accurate and that debits and credits are balanced. The file must reconcile to the overall BACS transfer for net pay that is made. In respect of the pension payments in that month.
- Orbis will be responsible for sending the BACS file via its suitable BACS software for payment of the pension payroll at least five full working days before the payment date, or in accordance with any notified BACS schedules.
- Pension payments to members must be suspended from the next pay period after the administration team is notified of their death or a pension payment is returned, pending investigation. However, there may be further pensions payable to eligible survivors under the LGPS and related regulations and Orbis will be responsible for all work associated with assessing eligibility for such entitlements and making payments to dependants.
- Suspended pensions will be investigated by Orbis to ascertain the status of the pensioner with the relevant bank, building society or Department for Works and Pensions to see if death can be confirmed or contact made by alternative means.
- Comprehensive mortality screening be undertaken monthly. Orbis and the SPF may jointly determine from time to time that an additional mortality checking process is required for UK based pensioners.
- For pensioners based overseas, internal audit is responsible for undertaking an exercise every two years to confirm that the pensioner is alive and therefore entitled to continue receiving their pension benefits. Orbis will ensure this process has been completed and inform the SPF of the findings. If a pension payment is returned by an overseas pensioner's bank the Pension Section must suspend the pension and send the member a life certificate.

1.3 New employer process

- Orbis will work with the SPF to set up new employers including Academies, Free schools and admission bodies onto the system. The new employer process is included in Annex 2.

1.4 The SPF triennial valuation

- Orbis will prepare and submit all the required data for the Fund actuary to carry out the triennial valuation of the Pension Fund promptly and in accordance with a schedule of work. This will include liaison with the Fund actuary and the Fund team, if necessary attendance at meetings.

1.5 Employer Cessation

- Orbis will work with the SPF to provide employer data to the Fund actuary in a timely manner to ensure the cessation process is completed within 3 months as per the regulatory requirements. The employer cessation process is provided in Annex 3.

1.6 Project work

- Orbis will work with the SPF to identify any project work which falls outside of the scope of this Service Specification. This work shall be included in the Forward Business Plan (as amended).
- Orbis will actively manage any outsourced contracts and provide regular narrative reports setting out any issues encountered and any progress that has been made.

1.7 Communications

- Orbis will deliver member communications in accordance with the SPF Communications Policy Statement and the Service Standards laid out in this Service Specification.
- Communications improvements will form part of the annual continuous improvement plan. This may include the development of online communications for scheme members.
- Orbis will provide a specific SPF website for members and potential members and employers containing scheme guides, scheme forms, newsletters, contacts and news. The Member Self-Service (MSS) site will enable members to log requests, to perform on-line calculations and to update certain records on-line.
- Orbis Help desk Pensions will provide an immediate telephone contact service for members, prospective members and employers between the hours of 09.00 – 16.00 each working day. Senior managers of Orbis team will be available for contact from the SPF team from 09:00 to 17:00.

- Orbis will annually survey a sample of members and scheme employers to gain feedback on the quality of service and to inform the Annual Continuous Improvement Report.
- When engaging in any communications, whether written or verbal, Orbis will ensure communications are of a high standard, clear, courteous and in plain English.

1.8 Complaints

- Orbis will operate a local resolution complaints procedure; however, any appeals/disputes should immediately be escalated to SPF under the internal disputes resolution procedure.
- Orbis will ensure that all staff are made fully aware of both procedures.
- All complaints received (whether in writing or verbal) must be reported to the SPF in accordance with the Service Standards laid out in this Service Specification.
- Any complaints from either Members of Parliament or Elected Council Members must be brought to the immediate attention of the SPF.
- The internal disputes resolution procedure (IDRP) is used to resolve formal pension disputes in the LGPS. There is a documented process with strict timescales, which must be adhered to.
- Orbis shall produce and communicate an Internal Dispute Resolution Procedure (IDRP) in accordance with the LGPS Regulations. It shall pass any stage 1 and stage 2 IDRP cases to the relevant nominated adjudicator as soon as possible and in accordance with the Service Standards laid out in this Service Specification.
- Orbis shall collate all the relevant documents relating to an appeal case and pass them to the adjudicator together with the formal IDRP form and supporting documents.

1.9 Employer discretions

- Employers are required to complete discretions policies and the SPF team will manage the process and remind unpunctual employers periodically. The SPF team

will maintain a central folder holding all the employer discretions (there are 85 at the time at writing).

2.0 Breaches of Law

- Breaches of law can take many forms and each one should be reported to the SPF team in accordance with the SPF's published Breaches Policy.
- The relevant officer(s) / elected members will decide whether the breach is material and the appropriate remedial measures to take.
- If necessary, the breach will be reported to the Pensions Regulator.

2.1 Staff and training

- The following full-time equivalent staff are currently employed in the management of the SPF administration. This will be reviewed in accordance with service requirements (at least annually).

FTE posts for SPF	Job title
<u>0.4</u>	Lead Pensions Manager
<u>0.4</u> <u>0.4</u>	Pensions Service Delivery Manager Pensions Support & Development Manager
0.6 1.0	Pensions Technical Advisor Project Manager (FTC – 12 Months)
2.7 0.4	Pensions Team Leader Engagement and Education Lead
0.4 0.6 0.6 5.7	Customer Process Improvement Officer IT Technical Officer My Helpdesk Supervisor Pensions Senior Pensions Officer
0.4 0.4 7.1	Business Support Communications Officer Pensions Officer

4 7.1	MyHelpdesk Officer Pensions Pensions Administrator
3.4	Trainee Administrator - Pensions
2.0	Pensions Assistant

- Orbis shall ensure all staff have the necessary training and expertise in the LGPS Regulations and the policies of the SPF; including, but not restricted to, the SPF Breaches Policy.
- Orbis shall produce a training and continuous professional development plan for staff. Development of staff shall be reported to the SPF.

2.2 Roles and Responsibilities

- Orbis to manage a team administering the Local Government and Firefighters for employees of the local authority organisations for which Business Operations provides an administration service.
- Team leaders manage the day to day operation of the team, allocating and prioritising workloads and ensuring that the team delivers the required level of service. They also take responsibility for the checking of more complex or high profile calculations provided under the Schemes and the Scheme Employers' early retirement and compensation arrangements.
- Roles and Responsibilities for officers in ORBIS and Pension Fund are included in Annex 4

3. Service Standards

The following service standards will be maintained as part of the service specification.

The Service Standards are broken in to two areas:

- Performance levels for services to members
- Performance levels for services to the SPF

3.1 Performance levels for services to members

- Performance levels for services to members are laid out in the Pension Administration Strategy. These standards may be amended from time to time.
- Delivery as measured against the Performance levels set for services to members shall be reported to the Committee and the Board as and when required, but, at least at the quarterly meetings of these two bodies.
- Orbis will produce up-to-date key performance indicators reports for the monthly meetings with the Pension Fund Team.
- All key performance indicator metrics are to be produced in accordance with the ones agreed at April 2019 Local Pension Board Meeting (Annex 1).
- The officer preparing key performance indicator reports must certify that they are a true and fair reflection of the amount of work received and the number of cases completed each quarter and signed off by Lead Pensions Manager.

3.2 Performance levels for services to the SPF

- The table below details the end to end timescales for activities to be delivered by Orbis to the SPF.
- Orbis and the SPF acknowledge that this list of activities is not exhaustive and may be amended from time to time.

Task area	Service description	Timescale
Employer work		

Task area	Service description	Timescale
New employer processing	Issue member data to the Fund actuary (Process highlighted in Annex 2).	20 working days from receipt of clean data from the new employer
	Supply new employer with relevant administration documents/instructions	10 working days from the new employer start date
End of year processing	Issue employers with end of year data requirements	By 15 March of the relevant year
Employer survey	Issue performance survey to an agreed sample of employers	Annually
Cessation processing	Issue member data to the Fund actuary (Process highlighted in Annex 3).	20 working days from receipt of clean data from the ceasing employer
Capital strain processing	Calculate and report all cases promptly where employer actions have created a capital strain has been created (e.g. redundancy or early retirement).	Quarterly to the Fund team. SPF will raise invoices quarterly.
Communications (in addition to standards laid out in the Communications Policy)		
Member survey	Issue performance survey to an agreed sample of members	Annually
Annual benefit statement	Production and distribution of the annual benefit statement for active and deferred members	By 31 August after the year end 31 March
Pension Saving Statements	Production and distribution of the Pension Saving Statement for active and deferred members who have exceeded the Annual Allowance limit	By 6 October each year
Pensioner newsletter	Issue newsletter to pensioners to accompany notification of annual pension increase	By 30 April after the year end 31 March
Member newsletter	Issue newsletter to member detailing scheme updates	As and when required; at least annually

Task area	Service description	Timescale
Employer newsletter	Issue newsletter to employers detailing scheme updates	As and when required; at least annually
Member and employer updates	The provision of seminars, roadshows, information bulletins, newsletters and scheme guides to inform members and employers of relevant issues and/or operational requirements	As and when required
Meetings		
Pension Fund Committee	Attendance of a senior Orbis officer at Pension Fund Committee meetings	As and when required, at least quarterly
Local Pension Board	Attendance of a senior Orbis officer at Local Pension Board meetings	As and when required, at least quarterly
Administration forward plan review	Attendance of a senior Orbis officer at an administration forward plan review meetings with the Fund team	As and when required, at least quarterly
SPF Annual General Meeting (AGM)	Attendance of a senior Orbis officer at the SPF AGM	Annually
Discretions		
Administering Authority discretions	To comply with responsibilities and obligations as laid out in the Administering Authority discretions policy.	As and when required
Administration performance		
Administration Forward Plan	To develop and agree with and report to the Committee and Board.	As and when required, at least quarterly
Administration Key Performance Indicators (KPIs)	To be reported against the matrices agreed in April 2019 Local Pension Board meeting and approved by the Pension Fund Committee.	To be provided monthly and consolidated figures to be produced quarterly for Local Pension Board.
SF3 Report	Report to the Fund Team	By 15 August in the relevant year

Task area	Service description	Timescale
Complaints Report	Complaints made by customers report to the administration team. Report to the Board.	As and when required, at least quarterly
Data Improvement Plan	Data improvement plan report to the Committee and Board	Annually
Staff Training and Competency Plan	Staff training and competency plan report to the Committee and Board	Annually
CIPFA or alternative Benchmarking Report	Compile data for benchmarking report and present it to the Committee and Board	Annually
Data Protection (GDPR) Compliance Report	Data protection (GDPR) compliance report to the Committee and Board	Annually
Disaster Recovery Plan	Disaster recovery plan report to the Committee and Board	Annually
Audit report(s)	Internal and external audit report and management action plan	Annually
Annual Service Review and Continuous improvement Report.	A review of activity during the past year and of improvements to the service identified for the forthcoming year report to the Committee and Board	Annually
Project reports	Ad hoc reports on project work as identified in the Administration forward plan.	As and when required.
Pensions Regulator Scheme return	Orbis team to compile data quality for scheme return.	Annually

4. Reporting and monitoring of performance

- Orbis are required to report performance levels in accordance with the standards set out in the Pension Administration Strategy, this Service Specification and the key performance matrix agreed by the Local Pension Board.
- Performance should be monitored internally by Orbis and by the SPF and/or its agents.

4.1 Reporting

- Orbis will provide a report to the Committee and Board as required (normally at their regular quarterly meetings). This report will show administration performance for the previous quarter.
- The report will be compiled in accordance with performance standards taken from the Pension Administration Strategy, this Service Specification and the key performance matrix agreed by the Local Pension Board. It will be known as the **Administration Performance Report**.
- The **Administration Performance Report** will be made up of five sections:
 - Administration KPIs;
 - Administration forward plan
 - Project report
 - Action tracker
 - Administration update report
- A template of the **Administration Performance Report** is included as **Annex 1**

4.2 Monitoring of performance

- Orbis will monitor daily / weekly / monthly administration performance by interrogating the pension administration system, Altair, analysing other systems, workflows and scrutinising the output and effectiveness of their teams.
- Orbis will scan all post and e-mails to the relevant pension record and set up a process if appropriate. This work will be done on a daily basis so that Altair is up-to-date and the reports drawn from it are accurate.

- If Orbis has any legacy paper based records they must be scanned to Altair and processes set up if appropriate. This is critical for monitoring administration and providing resilience for disaster recovery.
- The reports collated from Altair, other systems and resources should be available to provide documentary assurance that supports the performance statistics provided by Orbis as part of the **Administration Performance Report**.
- Orbis will make Altair reports, workflows and any other evidence available for inspection to the SPF, Auditors or other agents of the SPF as required.

4.3 Monitoring of Administration performance

- Monthly review meetings are being held between the SPF and Orbis teams to monitor projects and business as usual (BAU) functions of the Orbis Team. Each meeting is being documented and progress is reported to the Local Pension Board.

5. Service review and continuous improvement

- Orbis shall work with the SPF and provide proposals for improving the level of future service provision and savings to the SPF. This will be provided in the **Annual Service Review and Continuous Improvement Report**.
- Orbis will provide other annual review reports as detailed in the Service Standards of this specification, and including:
 - Data Improvement Plan;
 - Staff Training and Competency Plan;
 - Data Protection (GDPR) Compliance Report
 - Disaster Recovery Plan

6. Governance Structure

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Annex 1 – Key performance indicators

ADMINISTRATION PERFORMANCE REPORT (1) Q1 - 2019/2020

ADMINISTRATION - ONGOING WORKFLOW

No	Description	Performance standard	Tolerable performance*	Current Quarter						Previous Quarter					
				No of cases received	No of cases completed	No of cases completed within SLA	Percentages of cases completed within SLA (Score and RAG)	Average time from start to finish to complete cases (in days)	Number of cases outstanding (total backlog)	No of cases received	No of cases completed	No of cases completed within SLA	Percentages of cases completed within SLA (Score and RAG)	Average time from start to finish to complete cases (in days)	Number of cases outstanding (total backlog)
OW 1	OVERVIEW														
OW 1.1	TOTAL SURREY CASES Total number of cases in period	N/A													
OW 1.2	TOTAL SURREY CASE BACKLOG Total number of cases in period	N/A													
OW 1.3	SCHEME MEMBERSHIP Number of members in the Surrey LGPS	N/A													
	Active members	N/A													
	Deferred members	N/A													
	Pensioner members	N/A													
OW 1.4	TOTAL OPT OUTS Total percentage of SCC eligible members not currently in the Surrey LGPS	N/A													
OW 1.5	TOTAL ORBIS MEMBERSHIP	N/A													
OW 1.6	EMPLOYERS Number of employers in the Surrey LGPS	N/A													
	Councils	N/A													
	Academies	N/A													
	Admission bodies	N/A													
	Other	N/A													
OW 2	CASELOAD DETAIL (MEMBERS)														
OW 2.1	NEW STARTER New scheme member to be set up on Altair, check payroll details, request any transfers and send a statutory notice sent to the member.	30 working days	80%												
OW 2.2	DEFERRED STATUS Calculate pay, check membership, calculate deferred benefits, update Altair and issue a benefit statement.	2 months	80%												
OW 2.3	RETIREMENT (INITIAL NOTIFICATION) Calculate pay, membership and retirement benefits and send initial letter and forms to member.	15 working days	80%												
OW 2.4	RETIREMENT (COMPLETE) upon receipt of all the forms and pay the retirement grant, update Altair, set up the pension on the payroll and send a benefit statement to the member.	15 working days	85%												
OW 2.5	DEATH NOTIFICATION Stop any pension, send condolences letter, request details of any dependents / beneficiaries and send claim forms for any balance / overpayment / Death Grant.	5 working days	90%												
OW 2.6	SURVIVOR'S PENSIONS Upon receipt of all relevant certificates, forms and supporting evidence set up all survivor's pensions on the payroll and send each beneficiary a pension statement.	10 working days	90%												
OW 2.7	DEATH GRANT PAYMENT Upon receipt of all the certificates, claim forms and details of potential beneficiaries the Death Grant and any balance of pension should be paid and the return of any overpayment requested. The Pension	10 working days	90%												

Annex 2 – New employers Process

New employer process 1:

Converting academies & new academies /free schools – Surrey Payroll

Process Number	Action	Timescale	Responsibility
1	Initial engagement guide sent to new academies including: <ul style="list-style-type: none"> • Issue ‘estimated rate’ • Cost of actuary fees • IDRPs/discretions/IRMP requirements • FRS102 requirements • Application form (and request for academy order if not already provided) 	In response to academy order/academies tracker/school notification	SPF
2	Send academy order/academy notification to Orbis	5 working days from receipt of academy order/academy notification	SPF
3	Issue cost code to SPF	5 working days from receipt of academy order/academy notification	Orbis
4	Issue data to actuary	30 days from academy conversion	Orbis
4	Actuary produces final report to SPF	10 working days from receiving clean data	Actuary
5	Issue actuary report and employer data form to new academy	5 working days from receipt of actuary report	SPF
6	Issue confirmed actuary report to Orbis and payroll provider	5 working days from receipt of actuary report	SPF
7	Orbis supplies new employer with relevant admin documents	10 working days from receipt of actuary report	Orbis

New employer process 2:

Converting academies & new academies /free schools – Non Surrey Payroll

Process Number	Action	Timescale	Responsibility
1	Initial engagement guide sent to new academies including: <ul style="list-style-type: none"> • Issue 'estimated rate' • Cost of actuary fees • IDRPs/discretions/IRMP requirements • FRS102 requirements • Application form (and request for academy order if not already provided) • Data capture form 	In response to academy order/academies tracker/school notification	SPF
2	Send academy order/academy notification to Orbis	5 working days from receipt of academy order/academy notification	SPF
3	Issue cost code to SPF	5 working days from receipt of academy order/academy notification	Orbis
4	Issue data to actuary	30 days from receipt of clean data from the new academy	Orbis
4	Actuary produces final report to treasury / PS	10 working days from receiving clean data	Actuary
5	Issue actuary report and employer data form to new academy	5 working days from receipt of actuary report	SPF
6	Issue confirmed actuary report to Orbis and payroll provider	5 working days from receipt of actuary report	SPF
7	Orbis supplies new employer with relevant admin documents	10 working days from receipt of actuary report	Orbis

New employer process 3:

New employers / admission bodies

Process Number	Action	Timescale	Responsibility
1	Initial engagement guide sent to new academies including: <ul style="list-style-type: none"> • Issue 'estimated rate' • Cost of actuary fees • IDRPs/discretions/IRMP requirements • FRS102 requirements • Application form • Data capture form 	In response to initial inquiry	SPF
2	Send Application form/data capture form to Orbis	5 working days from receipt of Application form/data capture form from employer	SPF
3	Issue cost code to SPF	5 working days from receipt of Application form/data capture form	Orbis
4	Issue data to actuary	30 days from receipt of clean data from the new employer	Orbis
4	Actuary produces final report	10 working days from receiving clean data	Actuary
5	Issue actuary report and employer data form to new employer	5 working days from receipt of actuary report	SPF
6	Issue confirmed actuary report to Orbis	5 working days from receipt of actuary report	SPF
7	Orbis supplies new employer with relevant admin documents	10 working days from receipt of actuary report	Orbis
8	Supply Orbis with admission agreement	5 working days from receipt of engrossed copy	SPF

Annex 3 – Employer Cessation Process

Process Number	Action	Timescale	Responsibility
1	Employer informs the fund about cessation.	In response to initial inquiry	Employers
2	Send cessation notification to Actuary	5 working days from receipt of employers notification	SPF
3	Provide Membership data to actuary	10 working days	Orbis
4	Provide cash flow details	10 working days	SPF
4	Actuary produces final report to SPF	10-15 working days from receiving clean data	Actuary
5	Issue actuary report to employer	5 working days from receipt of actuary report	SPF
6	Issue confirmed actuary report to Orbis	5 working days from receipt of actuary report	SPF
7	Make necessary changes to employer records.	5 working days from receipt of actuary report	Orbis
8	Receive payment from employer if in deficit Make payment to employer if in surplus	5 working days	Employer/SPF

Annex 4 – Roles and Responsibilities

Orbis

Pensions Assistants

Creating diary tasks
Scan Post
Return Certificates
Opt Ins/Outs
Gone Aways
Stationery Orders
Expression of Wish Forms
Nominated Cohabiting Partner Forms
50/50 Election Forms
Hours Changes
Interfund/Transfer In Initial Letters
Interfund/Transfer In Chase Letters

Trainee Pensions Administrators

Button R
BACS Files
Index Post
LGPS Forms
Download Leaver Forms
Update BACS/TV Spreadsheet
Check Address, Bank, EoW, NCP, 50/50, Hours Changes
Check Vouchers
Deferred Processing
Send out AVC and Deferred Statements
Calculate Refunds
APC/ARC/AVC etc.

Pensions Administrators

Transfer/Interfund Quote/Actual Processing
Deferred Checking
Refund Quote/Actual Checking
Active Retirement Quote Processing
Employer Retirement Quote Processing
Deferred into Payment Quote Processing
Deaths – Balance of Pension/Overpayment Recovery
Re-Employed Pensioners Processing
Childs Pension Review
Divorce Quote Processing
Modification's Processing
GMP's Processing

Pensions Officers

Divorce Quote Checking
Transfer/Interfund Quote/Actual Checking
Deferred into Payment Quote Checking
Deferred into Payment Actual Processing
Active Retirement Quote Checking
Active Retirement Actual Processing
Employer Retirement Quote Checking
Employer Retirement Actual Processing
Death Benefits Processing
Re-Employed Pensioners Checking
Modifications Checking
GMP's Checking
Pensions Increase @ Age 55 Processing
Pensions Increase @ Age 55 Checking

Senior Pensions Officers

Divorce Actual Processing
Divorce Actual Checking
DiP Actual Checking
Active Retirement Actual Checking
Employer Retirement Actual Checking
Death Benefits Checking
Annual/Lifetime Allowance

Surrey Pension Fund Team

Business Support Officer

Processing monthly payments
Quarterly Contribution Reconciliations
Providing monthly schools and non-figures to Income management
Clearing 8114
TPR return
Organising AGM
Travel arrangements
Minutes/Agenda for monthly meetings
Recharges for FRS102
Quarterly LPOC Agenda
Updating website
Communications with employers
Arranging training for officers and members
SRM
Organising employer forums

Pensions Finance Specialist



Monthly payroll journals
FRS102 reports – March July August Processing and Checking contributions. Responding to actuary queries.
Compensation payments
Supporting Local Board
Supporting Firefighter Board
Supporting Pension Fund Committee
TUPE cases Responding to FOI requests HEAT – Processing and sending HEAT data to actuary. Responding to follow up queries. Bulk transfers Sending Asset and contribution report to employers. Attending monthly meeting with Pensions admin service Participation agreements Check Quarterly Contribution Reconciliations Approve payments Cessation reports Valuation work

Senior Pensions Finance Specialist

FRS102 reports – March July August
Early Retirement Strain
Quarterly Pension Fund Committee Papers
FOI requests

Asset Valuation & Performance Updates
Pension Fund Accounts
Engaging on Responsible Investment

Pensions Governance and Employer Manager

Deputise for the Strategic Finance Manager (Pensions) on administration and governance matters.
Technical advice on all pension matters.
Strategic risk management
Pension fund's corporate governance.
Supporting the Local Pension Board. Internal disputes resolution procedure (IDRP). Admissions and exits Monitor the performance of the Pensions Administration team. Breaches Supporting Pensions Finance Specialist

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