

Head of Employer Management Services

Job Description and Person Specification

Purpose

Reporting to the Funding and Investment Director, the Head of Employer Management Services (EMS) will lead the London Pensions Fund Authority's (LPFA's) EMS team to deliver a high-quality, proactive service to our employers that reflects the integrity and professionalism of the LPFA Pension Fund (the Fund). They will actively engage and support the employers in the Fund whilst identifying, assessing and managing the employer-related risks.

Key Responsibilities

Employer Covenant

- Manage a team that regularly assess financial accounts, risk registers and management forecasts and apply judgment in determining the financial strength of an employer.
- Assess more complex scenarios where an employer is undergoing significant change or is in distress and make appropriate recommendations to senior leadership.
- Continually develop LPFA's covenant assessment model to ensure it remains fit for purpose and adapts to the changing landscape.
- Determine appropriate security and other covenant protections to manage employer risk to the Fund, where appropriate.

Employer engagement

- Continuously build, strengthen and maintain employer relationships, communicating effectively to ensure LPFA continues to be a proactive, engaging and well-run Fund.
- Negotiate with senior stakeholders to reach an appropriate outcome for the employer and LPFA in areas such as covenant, contributions, governance policies, etc.
- Develop LPFA's employer engagement strategy, working collaboratively with our outsourced administrator, to: enhance LPFA's communication and interaction with employers to continually improve the employer experience; increase awareness of Local Government Pension Scheme (LGPS) member benefits and ensure employers are aware of their statutory obligations.

Employer operations

- Lead and deliver employer-related projects working collaboratively with the EMS team, LPFA colleagues and external stakeholders, for example, employer transfers into the Fund, college mergers, triennial valuation covenant evaluations and negotiations.
- Oversee all employer activities such as admissions, cessations, transfers, mergers, accounting disclosures, etc., explaining complicated financial and pensions concepts in simple language.
- Review and maintain relevant policies so employers can easily understand the LPFA's approach and the employer's requirements.
- Work closely with our outsourced administrator to provide a high-quality, consistent service to employers.
- Oversee the continued development and maintenance of the database of key employer contacts and relationships.

General

- Work with the Senior Leadership Team/CEO to achieve LPFA objectives.
- Deliver reports on EMS activity and prepare recommendations to the LPFA Board and Committees.
- Own the roll out of the Pensions Administration Strategy, ensuring employers are aware of their responsibilities and monitoring performance against these requirements.
- Lead and manage a small team, including the annual performance review process.
- Continually monitor developments in the LGPS to ensure LPFA is at the forefront of LGPS Funds and identify any emerging employer-related risks.
- Undertaking any other duties as directed by the Funding and Investment Director to support the growth of the organisation.

Person Specification

- Proactive and efficient team player who portrays a calm and confident nature in a high-pressure environment, anticipates solutions and deals effectively with unforeseen circumstances.
- Excellent communication and negotiation skills with the ability to build, maintain and strengthen internal and external relationships.
- Understanding of the principles of employer covenant assessment in the context of pension schemes and capable of applying risk management techniques in this context.
- Ability to think strategically about business needs and engagement with stakeholders, continually striving for improvements in quality, efficiency and presentation.
- Excellent numerical, analytical and report writing skills.
- Ability to engage and influence senior finance, legal and actuarial professionals and to challenge senior leadership on financial matters.
- Experience in leading a small team, ensuring their development and ability to deliver outcomes within tight timescales.
- Knowledge of the LGPS and its regulations is desirable but not essential.

Qualifications & Experience

- A relevant accountancy qualification (ACCA/ACA/CIMA/CIPFA).
- Experience of working as a pensions covenant professional, auditor, restructuring professional or other role involving critical assessment of organisations' financial position within a regulatory framework.
- Experience in working with external stakeholders, working in a professional capacity to manage these relationships.
- Previous experience of working within the LGPS and ideally experience in a similar role would be highly desirable.

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.