Our Lady’s Hospice & Care Services

Respite Rehabilitation Reassurance Harold’s Cross & Blackrock

Job Description & Person Specification

Superannuation Officer - Grade V 1.0WTE Permanent Contract

Founded in 1879 by the Sisters of Charity
JOB DESCRIPTION

TITLE: Superannuation Officer

REPORTING TO: Deputy Human Resources Manager

ACCOUNTABLE TO: Head of Human Resources

SALARY: Department of Health and Children consolidated pay scales apply per annum pro rate: Grade V €40,209 to €48,496

HOLIDAYS: 29 days per annum pro rata

HEALTH: A candidate for and any person holding the office must be free from any defect or disease which would render him/her unsuitable to hold the office and be in a state of health as would indicate a reasonable prospect of ability to attend regular and efficient service.

CHARACTER: A candidate for and any person holding the office must be of good character.

HOURS OF WORK: 37 hours per week. Details of starting and finishing times, which may vary in accordance with Hospice needs, will be notified to you by the Head of HR/Deputy HR Manager. There will be times when you will be required to work outside of the normal office hours.

WORKING WEEK: Will be determined by Head of HR/Deputy HR Manager

LOCATION: Our Lady’s Hospice & Care Services (OLH&CS) currently operates across two sites; Harold’s Cross and Blackrock. In the interest of patient care and changing needs, candidates are required to be completely flexible and are obliged to carry out duties in any department or location of the Hospice or associated locations when required to do so by Management.

ETHICAL CODE: The post holder is requested to respect the special charism, ethos and tradition of OLH&CS and to observe and comply with its general policies, procedures and regulations.

CONFIDENTIALITY: You will have access to various types of records/information in the course of your work. Such records and information are strictly confidential and unless acting on the instruction of an authorised person, on no account must information concerning staff, patients or other Hospice business be divulged or discussed except in the performance of normal duty. In addition, records may never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

JOB PURPOSE Reporting to the Deputy HR Manager, the post holder will have operational responsibility for the Superannuation/Pension function of Our Lady’s Hospice & Care Services. The role will involve all aspects of local administration in relation to the Voluntary Hospital Superannuation Schemes and the Single Public Sector Pension scheme in consultation with the Pensions Management Unit of the HSE. The post holder will also have responsibility for administering leave requests along with providing advice and guidance to managers and staff in these areas.
Key Duties and Responsibilities
Superannuation/Pension Schemes

- Ensure that all employees are registered, and their records are maintained for the appropriate pension scheme to their contract of employment.
  - Voluntary Hospital’s Superannuation Scheme (VHSS)
  - Single Public Services Pension Schemes (SPSPS)
  - Aon/Irish Life Scheme
- Ensure that information pertaining to the VHSS/SPSPS/AON Hewitt schemes are available to staff through meetings, information supplied at the Staff Orientation, Staff Handbook, Hospice Intranet, membership booklets, relevant circulars, etc.
- Superannuation - Provide expert advice, support and preparation of files to all employees in who are members of VHSS/SPSPS in the:
  (a) preparation of estimates/Family Law Estimates/grade statements,
  (b) who wish to avail of Temporary Rehabilitation Remuneration,
  (c) employees who wish to purchase notional service,
  (d) who wish to avail of professional added years,
  (e) who are preparing to, or who have recently retired, via retirement on the grounds of age, invalidity, cost neutral etc.
- Provide Pensions Management, HSE, Department of Health, and Aon Hewitt with all reports and information required by them in a timely manner.
- Regularly audit the activities of the superannuation function and initiate changes and improvements designed to strengthen controls and systems.
- Proactively implement all circulars received from the Pensions Management, Health Service Executive in relation to the different schemes.
- Ensure that applications are made to the VHSS/SPSPS/AON Hewitt for registration of all staff eligible to join, and exit. Maintain a record for each person registered and ensure that a registration number is received for all registration applications.
- Ensure that all employees complete the ‘Verification of Service’ forms and that they are completed for all members past and present and maintain records of same, on their HR file.
- VHSS/SPSPS members - Organise net refunds, to eligible staff and liaise as appropriate with the Finance Department/Payroll Section.
- Complete the Hospital’s Superannuation annual/quarterly return for submission to the HSE for members of all schemes, and any other return that is required.
- VHSS/SPSPS members - Ensure that declaration forms are completed by all pensioners on an annual basis in accordance with Hospital requirements.
- Maintain and update a suite of Standard Operating Procedures, which will assist in the efficient and effective delivery of Superannuation Services.
- Provide effective leadership and management of the Superannuation Unit within the HR Services Division.
- Keep abreast of all developments, which are likely to have an impact on Superannuation Legislation and Administration, e.g. Introduction of the Single Public Services Pensions Scheme (SPSPS), Public Service Pension Reductions, etc.
- Liaise with relevant organisations and legal representatives on matters relating to superannuation issues.
- Participate as required in external working groups / fora in relation to superannuation projects and initiatives.
- Promote and organise attendees for the Retirement Planning Course.
- Prepare and deliver open information sessions to staff in relation to the pension schemes.
- Up-date SAP records accordingly.
Leave (Legislative and Non-Legislative)

- Issue polices and proactively implement all changes in legislation and HSE circulars.
- Provide support and guidance to HOD, Line Managers, and Staff guidance on leave, (ie Maternity, Adoptive, Carers Leave, Force Majeure, Compassionate, Health & Safety, Jury Service, Marriage, Parental, Career Break & Unpaid Leave, & Paternity) assure compliance with relevant employment legislation and hospice policy.
- Oversee all applications and up-date SAP records accordingly.
- Issue the Staff Member with a ‘Schedule of Leave’ and advise of any benefit applicable under the Department of Social & Family Affairs PRSI schemes.
- Prepare trend analysis reports for Management Team on maternity/adoptive leaves and retirements.

General

- Provide support to our Salaries Section for payroll queries related to pensions.
- To participate in the Staff Orientation Programme, Projects and other staff initiatives as required.
- Work closely with other members of the HR Department in the overall development of the HR Function.
- Cover for HR staff during absence or leave as required.
- Ensure that all duties are conducted in a professional and confidential manner.
- As part of the HR team, contribute where required to strategic and operational HR projects and initiatives.
- Review human resource policies and procedures and develop new polices.
- Participation in task force groups.

Self-Development

- To be aware of current developments and issues in human resources and pensions by reading current literature and keeping abreast of new developments, attending ‘in-house’ seminars, lectures and courses when possible and as appropriate in consultation with your head of Department.
- To assume responsibility for his/her own professional development and safe work practice.
- To ensure a safe environment for himself/herself, colleagues and visitors.

Professional

- To have an excellent knowledge of Our Lady’s Hospice and Care Services policies.
- To present and act in a professional manner at all times and ensure colleagues do likewise.

Garda Vetting:

Legislation has been introduced for the provision of Garda Vetting in respect of candidates for employment in areas of the Health Services, where it is envisaged that potential employees would have substantial access to children or vulnerable individuals. The appointed candidate will be required to satisfactorily complete the Garda Vetting process prior to a formal job offer being made.

The duties and responsibilities detailed above are a reflection of the present service requirements and are not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

This job description will be subject to review in the light of changing circumstances. The job description is not intended to be exhaustive but should be regarded as providing guidelines within which individuals work.
## PERSON SPECIFICATION

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<tr>
<th>Factors</th>
<th>Essential</th>
<th>Desirable</th>
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<td><strong>Qualifications</strong></td>
<td>• Third level qualification</td>
<td>• Pensions QFA (Qualified Financial Advisor) qualification.</td>
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<td><strong>Experience</strong></td>
<td>• Minimum of 3 years’ relevant experience, of which, one must be in the area of pension</td>
<td>• Experience in an administration role in a HR or healthcare environment.</td>
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<td>• Microsoft Specialist in Excel: intermediate to advanced level</td>
<td>• Experience in an occupational pensions administration role</td>
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<td>• Strong Proficiency in Microsoft Office i.e. Word/ PowerPoint etc.</td>
<td>• Experience of public sector / defined benefit pension schemes</td>
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<td>• Experience of working with a HR/Payroll system, preferably SAP</td>
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## CORE COMPETENCIES

### Professional knowledge and skills
The candidate has:
- Sufficient knowledge to carry out the duties of the role in Pensions Administration.
- The ability to work in a professional, sensitive, accurate and consistent manner;
- A commitment to continuing professional development.

### Interpersonal and communication skills
The candidate possesses:
- An approachable, courteous manner, along with good listening skills, in dealing with employees and internal and external stakeholders;
- Competency in communicating with colleagues and external agencies at all levels;
- The ability to draw on a variety of communication methods to fit situations and circumstances.
- Excellent verbal and written communication skills.

### Attention to detail
The candidate:
- Demonstrates a high level of attention to detail and accuracy, especially in information collection and sharing;
- Cross-references to ensure no duplication of records occurs.
- Proven record of consistent and accurate database management.
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<tr>
<th>Initiative/teamwork</th>
<th>The candidates displays:</th>
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<tr>
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<td>• strong initiative and can work outside of standard protocol when necessary;</td>
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<td>• the ability to work on own initiative while remaining an effective team member;</td>
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<td>• flexibility and openness to change.</td>
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<th>Evaluating / judging</th>
<th>The candidate:</th>
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<td>• demonstrates the ability to effectively evaluate information and make appropriate decisions;</td>
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<td>• anticipates problems and issue and takes preventative action to address them.</td>
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<th>Planning and organising</th>
<th>The candidate:</th>
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<td>• has the ability to identify needs for improvement and to develop and maintain structured administrative systems;</td>
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<td>• can multi-task, without losing focus;</td>
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<td>• manages competing and changing priorities.</td>
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<th>Organisational knowledge</th>
<th>The candidate:</th>
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<td>• understands and displays the core values and ethos of OLH&amp;CS during the course of their work.</td>
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<th>Innovation</th>
<th>The candidate has:</th>
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<tr>
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<td>• ability to assess and provide innovative solutions as required</td>
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