

Our Lady's Hospice & Care Services

*Respite
Rehabilitation
Reassurance*

Harold's Cross
& Blackrock

Job Description & Person Specification

**Superannuation Manager
Grade VI**

1.0WTE Permanent Contract



Founded in 1879 by
the Sisters of Charity

JOB DESCRIPTION

TITLE:	Superannuation Manager
REPORTING TO:	Head of Human Resources
SALARY:	Department of Health and Children consolidated pay scales apply per annum pro rata: <i>Grade VI</i> - € 46,771 - € 57,158 per annum pro rata
HOLIDAYS:	30 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 OLH&CS. 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 HR information system reporting internally & externally along with providing analysis and guidance to managers and staff in relation to HR reports & the HR system.

Key Duties and Responsibilities

Superannuation/Pension Schemes

- Ensure that all employees are registered and entered into the correct pension scheme, 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.
- Manage the Superannuation function by providing expert advice and support 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.

HR SAP Reporting & Support

- Preparation and return of monthly Internal and External Reports to include the AMRs, Census, Starters & Leavers reports, overtime reports and any other reports as requested & authorised by the management team, HSE or external agencies.
- To be a Support to the Master SAP user for OLH&CS.
- To deal with, log and escalate any issues with SJH SAP Support team through the SAP weblog in accordance with the Service Level Agreement.
- To audit SAP entries and SAP data by all OLH&CS users.
- To deal with any queries arising from the Training & Events module.
- To organise the upload of annual leave carry over to each new annual leave year.
- To carry out all SAP testing as required and directed by SJH or by the HSE.
- To perform any Absence Scheme overrides in SAP as authorised by the relevant Manager/ HR Partner.
- To organise and deliver training sessions to OLH&CS SAP users on SAP entries and on running SAP reports.
- To process fortnightly increments in SAP.
- To run and monitor relevant SAP absenteeism reports, notifying staff who are due to go into half and no pay situations.
- To organise the uploading of any mass data in SAP through the SJH and HSE Sap support teams.
- To generate reports and statistics on HR key performance indicators.

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

Factors	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Relevant Third level qualification at degree level. 	<ul style="list-style-type: none"> Pensions QFA (Qualified Financial Advisor) qualification.
Experience	<ul style="list-style-type: none"> Minimum of 5 years' relevant experience, of which, one must be in the area of public sector superannuation schemes. Experience in the area of HR / Pensions information reporting and Analysis. Microsoft Specialist in Excel: intermediate to advanced level Strong Proficiency in Microsoft Office i.e. Word/ PowerPoint etc. Experience of inputting and reporting from HR/Payroll system, preferably SAP 	<ul style="list-style-type: none"> Experience in an administration role in a HR or healthcare environment. Experience in an occupational pensions administration role working with defined benefit pension schemes. SAP Super user.
<p><u>CORE COMPETENCIES</u> <i>Level 2 on the OLH&CS Competency Based Framework</i></p>		
<p>Quality Service</p> <ul style="list-style-type: none"> Strong use of initiative Demonstrates an ability to evaluate, audit and review practice Provides a flexible service that is responsive to the need of the patient / resident Identifies and prioritises the requirements of change within own service area, bearing in mind the departmental impact Utilises research and best practice to work <p>Continuous Learning and Development</p> <ul style="list-style-type: none"> Seeks to expand duties and responsibilities for the purposes of progression Creates, structures and maintains a learning environment for staff Ensures staff are trained on all new policies and procedures Provides constructive feedback to staff Mentor staff as appropriate Gathers feedback from staff to improve teaching methods <p>Organisational Knowledge</p> <ul style="list-style-type: none"> Is well informed on Health Service trends both nationally and internationally Can identify the services that differentiate OLH&CS from other healthcare facilities Understands the function of the different departments and promotes a multidisciplinary approach Awareness of national health strategies relevant to one's job and grade Proficient in the use of IT systems to access organisational systems To utilise developments in information technology for both patient care and administrative support in line with the overall service 		

Planning and Organising

- Demonstrates an ability to manage and develop self and others in a busy working environment
- Anticipates problems and issues and take preventative action to address these
- Delegates effectively to ensure objectives are achieved
- Sets realistic timeframes
- Prepares by ensuring adequate resources are available
- Ensures resources are utilised in an effective and efficient manner

Professionalism

- Demonstrates the ability to work with multiple stakeholders across clinical and non-clinical services
- Manages others fairly and consistently
- Demonstrates the ability to work under pressure
- Awareness of one's own strengths and weakness
- Demonstrates resilience by not taking things personally and striving for a successful outcome
- Maintains appropriate level of visibility throughout the organisation

Communication

- Expresses ideas clearly and logically, supported by the appropriate evidence to persuade others
- Information sharing in an open and timely manner ensuring to keep relevant people informed
- Delivers presentations to groups with confidence and credibility
- Ability to facilitate two way communication between conflicting parties
- Effectively communicates new initiatives and ideas to ensure successful implementation

Team Player

- Proactively develops and nurtures workplace relationships
- Establishes teams and manages the process
- Understands and tolerates different needs and viewpoints
- Utilises team strengths and attributes in achieving goals
- Engages input from all team members
- Facilitates and manages team meetings to ensure to establish a shared sense of purpose and unity
- Involves the team in decisions that may affect them
- Ensures everyone is aware of each other's role on the team

People Management

- Approachable and available for advice and support
- Monitors individual's performance and progress against set objectives
- Identifies performance problems in a timely manner and manages same
- Empowers staff to carry out their responsibility in their preferred way
- Monitors work/life balance accordingly
- Ensures team members are aware of their role and how it contributes to the organisational strategic objectives
- Accurately assesses developmental needs of team members

Leadership

- Embraces organisational change initiatives
- Ability to encourage, inspire and support others to deliver
- Ability to understand how individuals, at all levels, operate and how best to use that understanding to achieve objectives in the most efficient and effective way
- Provides clear direction to staff in relation to goals and articulate where the goals fit with the organisational strategy

Innovation

- Embraces change by being flexible and enthusiastic to new ideas
- Brings all groups of staff together to identify inefficiencies and bring ideas for change to Senior Management

- Strives to continually improve own processes and service area
- Puts forward proposals and develops strategic implementation plans to introduce new and improved ways of operating
- Demonstrates creative ways to implement low cost people development tools

Problem Solving and Decision Making

- Acts quickly to address urgent matters
- Anticipates problems and issue and takes preventative action to address them
- Has basic finance and budgeting knowledge and draws on this to make decisions
- Ability to make decisions in challenging situations
- Accurately anticipates likely consequences of actions and decisions