



FIGHTING FOR THE FORCES
AND THEIR FAMILIES

Head of Pensions

Job Description

Introduction

1. The Forces Pension Society (FPS) is a not-for-profit membership society which seeks to secure equitable pension conditions for all ranks of all three Services, both serving and retired and their dependants, which recognise the unique commitment of the Armed Forces to the country and are in line with modern good practice. The Society also advises and assists its members (now numbering c60,000) on a wide range of pension and related issues.
2. The full time staff of the FPS comprises 17 people. In addition to their formal roles all staff operate as a team assisting in whatever task requires to be addressed. The Society also uses a number of consultants and advisors who provide their professional expertise when required.

Primary Purpose

3. The Head of Pensions is a member of the Society's Executive Senior Management Team and the focal point for all issues associated with the Armed Forces Pension Schemes (AFPS). The Head of pensions leads the Pension Advisory Team (currently 8 strong) responsible for answering enquiries from members on all aspects associated with the AFPS.

Accountability

4. The Head of Pensions is line accountable to the Chief of Staff (COS).

Principal Tasks

5. The Head of Pensions is to lead and direct the work of the Pensions Advisory Team, in particular to:
 - Ensure that all members of the pension team are developed, encouraged, trained, and directed so that they are able to answer members enquiries to the standards of accuracy and timeliness expected of the Society.
 - Deploy the resources of the team efficiently and effectively; work out processes for dealing with incoming pensions enquiries and decide how the best balance can be struck between email response/telephone response/face-to-face discussion.
 - Review the quality of the responses being given, in consultation with the COS and Chief Executive (CE) to make sure that responses have the right style, personal feel, and depth of pensions knowledge that sets the Society apart and confirms its reputation.

- Monitor consistently the statistics relating to this, so that targets placed on quality and quantity of response are met. Where this is not possible, discuss it with the CE / COS to review the need for more resources or other changes.
- Act as adviser to the CE and COS on all aspects of Armed Forces Pension Schemes and other pension issues; keeping them abreast of trends and any related problems being encountered by the Armed Forces community.
- Help maintain the Society's library of appropriate reference material (hard copy and digital as appropriate) as they are affected by changes in rates and legislation.
- Develop and maintain constructive relationships with officials in the MOD, Veterans UK and other ex-Service organisations in pursuance of the Society's goals. Attend and contribute constructively to the work of the MoD Pensions Comms WG.
- Contribute regularly to the Society's communications efforts; a standing member of the FPS Comms WG.
- Ensure that issues arising out of pensions enquiries are properly reflected in the Society's public communications. In particular identify and where necessary present interesting and significant cases for publication in Pennant, newsletter, website, or elsewhere. Be prepared to conduct media interviews to explain issues and reinforce the Society's purposes.
- Support key Society events (AGM, Awayday) as directed.
- Maintain Financial Aspects of Resettlement (FAR) database, recording relevant detail for analysis purposes. Oversee the content of what is said in FAR briefings to ensure they are clear, interesting, and accurately reflect the latest pensions issues.
- Collect and collate statistics regarding Pensions Advisory Team activity, workload, progress etc and present as appropriate / requested.
- Capture and present analytical data regarding members' questions to identify and analyse trends and create material for wider use and publication.
- Conduct liaison with Career Transition Partnership to organise and synchronise FAR briefing program as directed.
- Be prepared to hold clinics with non-members as directed in accordance with the aims of the Society (eg STOLL 'drop-in' clinics, prison visits).
- Train, develop and mentor new pension advisors as appropriate.
- Perform such other briefings / tasks as from time to time may be appropriate (eg roadshows, presentations / briefings to the FPS Board of Directors as directed by COS or CE).