Technical Team Structure

Current Structure:

```
                    Principal Pensions
                          Officer
        ┌──────────────────┼──────────────────┐
 Technical              Payroll Officer      Payroll Officer
 Development Officer                              0.4
        │                     │                     │
  Pension Assistant     Pension Assistant     Pension Assistant
```
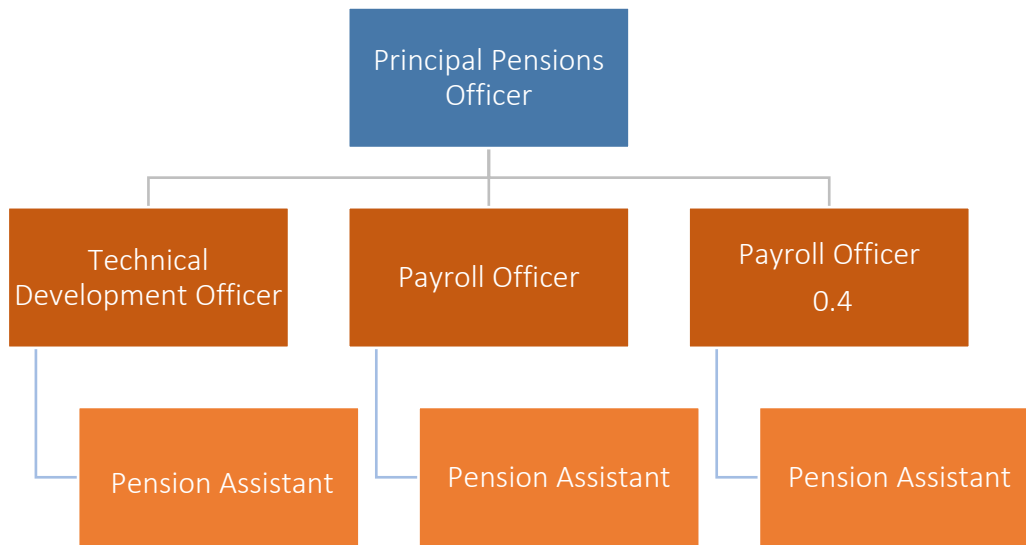
Current structure cost £182k per annum

Includes 6.4 Full Time Equivalent posts

Proposed Structure:

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                    Principal Pensions
                          Officer

        Lead Technical
        Development Officer

        ┌─────────────────────┼─────────────────────┐
 Technical Development      Payroll Officer       Payroll Officer
      Officer
        │                       │
  Pension Assistant       Pension Assistant
                               0.5
```
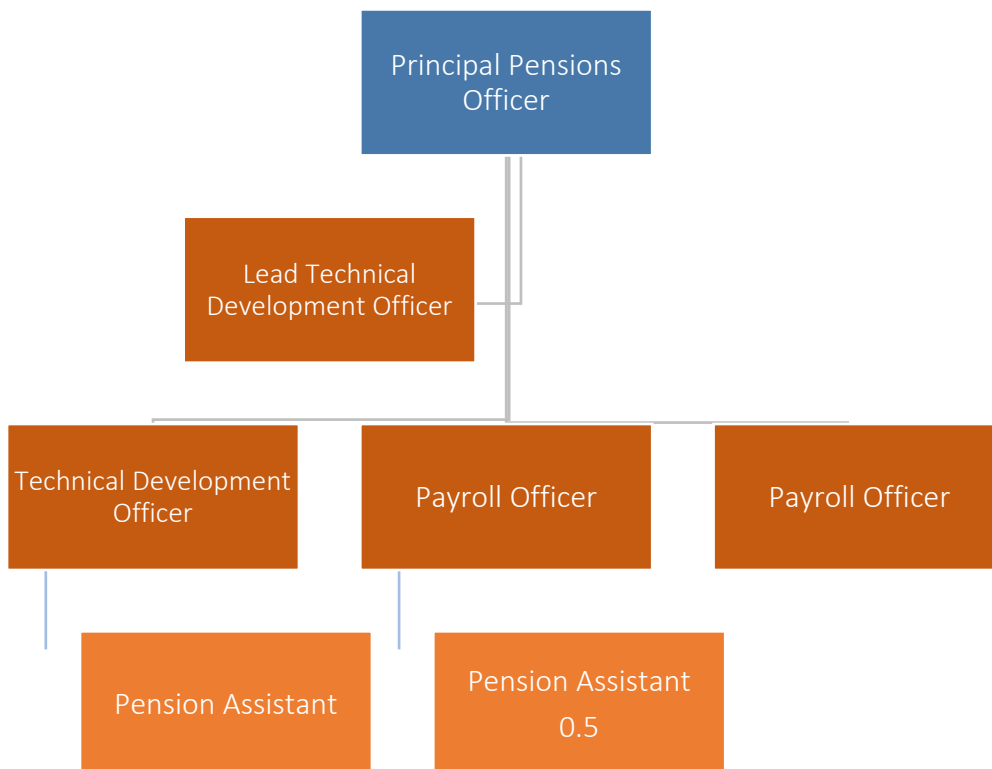
Requested structure cost £196k per annum

Includes 6.5 Full-Time Equivalent posts

The current Clwyd Pension Fund business plan includes a number of additional requirements or enhanced services that impact the work of the Technical Team. These include:

- Introduction of Member Self Service (MSS)
- GMP reconciliation project – resulting in potential corrections to member records
- Implementation of i-Connect
- Trivial Commutation project
- National Pensions Dashboard
- Splitting of payroll elements in preparation for GAD transactional data reporting

In addition, the team is impacted by:

- The steady increase in numbers on the pensioner payroll
- Additional reporting requirements as stipulated in/by the Administration Strategy, The Pensions Regulator and the national LGPS Scheme Advisory Board.

The team have been evolving their existing ways of working in order to meet the new requirements. This has involved:

- Revised internal controls such as separation of duties and workflow procedures
- Ensure successful set up of i-connect to continuously improve data quality and introduce more quickly greater efficiencies
- Identify where the pockets of additional work are most vulnerable and allocate staff accordingly
- Additional responsibilities managed by existing staff i.e. working additional hours and covering higher graded duties to ensure business continuity

A review of the existing structure would allow the team to be better able to respond to the new requirements. The revised structure shown above includes the following elements:

1. Introduction of a Lead Technical Development Officer (LTDO) to provide management cover ensuring business continuity and the reduction of key person risk by succession planning. This is an ideal opportunity for progression within the office. This new role would assist the Principal Pensions Officer (PPO) with the additional requirements above but with particular attention to the following
   - verification of pension payroll procedures and system output
   - set up and maintenance of MSS database
   - additional reporting requirements
   - continuation of i-Connect rollout with employers
2. Maintaining the Technical Development Officer role to assist the LTDO with particular focus on initiating and completing the move to monthly returns via the i-connect module for existing and new employers
3. Increase resource within the payroll officer role to ensure continuity going forward, addressing the increase in numbers and the retirement of a key staff member. This would also relieve the involvement of the Principle Pensions Officer in certain tasks
4. Reduction of Pension assistant posts as this is not where the resource is required as manual work in this area has reduced, due to the introduction of efficiencies within the team