

This Training Plan summarises the training work that we plan to progress in 2024 /2025.

The Communications and Training Lead and the Training Officer are now settled into their roles following the Pensions Administration restructure. This has led to more detailed training plans developed and an increase in stakeholder training and engagement.

Training of our elected members

We have conducted (the last one was conducted in October 2021) Training Needs Analysis in February 2024 with our members to support how we build our training programme for elected members.

Meantime all new elected members will be provided with an induction to the Board / Committee, be asked to suggest areas that they would welcome training on at the end of each training session and will be made aware of the LGA's training programme.

Members will also be given access to the Hymans Robertson LGPS Learning Online Academy platform. This will support our members to be able to complete training flexibly outside of scheduled sessions whilst also forming part of their individual programme of learning.

Training of our employers

We issued a survey to our employers on what they thought about the material in the Employers area of our website and more widely about what matters to them / our training / processes / service.

The feedback received has formulated our training sessions being delivered to our employers, as found on our training calendar.

Training to our employers being delivered is a mix of face-to-face sessions and remote sessions using digital technology.

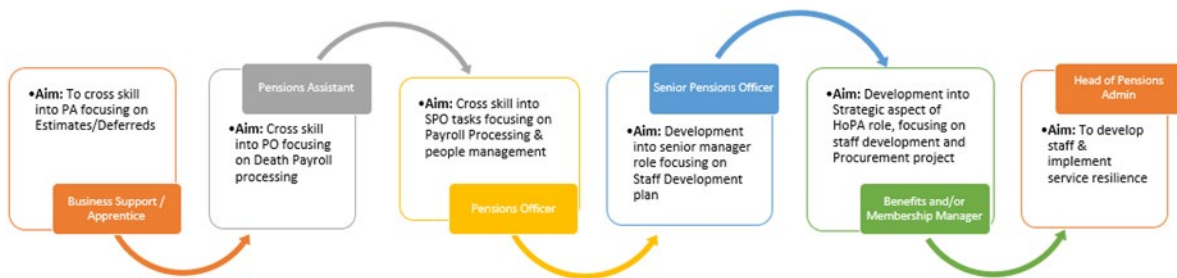
Training of pensions administration staff

We use our Pensions Administration Skills Matrix to highlight the progress being made in delivering resilience in pensions administration by identifying knowledge and knowledge gaps for our staff.

We have been supporting our existing staff who have been promoted into new roles within our new pensions administration structure by mentoring them and delegating activities more than we have historically. A buddy system along the lines of the following would form the basis of this:

- A new Pension Business Support learning from an experienced Pension Business Support
- An experienced Pension Business Support (at least 50% competency rating) learning an area from an experienced Pensions Assistant – learning the process but eventually taking an element of this work i.e. part of their alphabet split once they are feeling confident to start processes on their own with their buddy reviewing (25% and above on the skills matrix competency)

- A Pensions Assistant learning an area, reflective of what they are doing with the Pension Business Support, from an experienced Pensions Officer. Again once they are at 50% competency, the Pensions Officer could start to move to working with the Senior Pensions Officer
- A Senior Pensions Officer working with their manager to improve their knowledge and development using the time 'gained' from the support received from the Pensions Officer. This could, for example, be around LTA / AA or on 121s or on staff development plans or on / monitoring annual objectives being progressed
- Managers working on specific aspects of the Head of Pensions Administration work to support development and resilience in this area. An example might be working on the pensions administration on more strategic work including procurements alongside the Head of Pensions Administration
- For example:



We encourage personal development by supporting study for professional qualifications, by encouraging attendance at online seminars or user groups.

We plan to use using monthly 121s to encourage staff to take full ownership of their activities, to flesh out the areas that staff would be interested in gaining experience in, and to identify any areas that staff need further support on.

Specific initiatives that we plan to progress include:

- Building a bespoke apprentice programme for our new Business Support Officer recruits
- Building a bespoke induction programme for our new recruits
- Enhancing the existing training notes for our staff working on processing new members of the Fund
- Enhancing the existing training notes for our staff working on processing transfers
- Enhancing the existing training notes for our staff working on processing employee members who become deferred
- Enhancing the existing training notes for our staff working on processing aggregations of LGPS service
- Enhancing the existing training notes for our staff working on processing employers' CARE returns
- Enhancing the existing training notes for our staff working on processing the year end employer returns

- Producing bespoke training for new projects like Member Self Service or Pensions Dashboards or delivering the McCloud remedy
- Producing bespoke training for any future upgrades to our pensions administration system

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