



Senior Management Update  
LGA annual conference

# Paul Faulkner – Director of Operations

## A brief introduction

- Joint honours degree in French and Philosophy from University of Bristol
- Joined Scottish Life as graduate trainee in the Pensions division. Qualified ACII after 2 years
- 18 years with Scottish Life, 14 years at team management and management level
- 10 years with Capita, responsible for pensions administration services delivered from Glasgow, Edinburgh and Dublin offices
- 6 Years with RPMI, responsible for delivery of the pensions administration service for the industry wide Railways Pension Scheme
- Re-joined Capita and was appointed Director of Operations for the Teachers' Pension Scheme in February 2020

# Other Senior Management Team Changes

- Neil Crombie, previous Head of Teachers' Pensions, left Capita at the end of February 2020
- Neil Crombie joined the Government Actuary's Department (GAD) and is now the key contact at GAD for the TPS
- Richard Giles joined TP as Head of Teachers' Pensions on 1 June 2020
- Richard was previously Strategic Partnerships Director at TPT Retirement Solutions and a Partner at PWC for 11 years
- Terry Wharton joined TP as Head of Actuarial in November 2020, and is leading on the actuarial valuation and OBR forecasting

# Senior Management Team



Richard Giles  
Head of Teachers' Pensions



Kerry Tate-King  
Head of Engagement



Amy Gibbs  
Analytics and Risk Manager



Matt McNaughton  
Programme Manager



Tony Downing  
IT Development Manager



Barry Bailie  
Stakeholder Engagement Manager



Paul Faulkner  
Director of Operations



Stephen Fry  
Head of Policy & Technical



Angela Knowles-Ellis  
Head of Telephony  
Contact Centre



Keith Barker  
Head of Scheme Finance & Payroll



Danielle Asenjo  
Head of Operations



Terry Wharton  
Head of Actuarial

# Covid challenges for the TPS

- March 2020 – decision to move to remote working following government announcement of pandemic
- Contact centre and back office mobilised for remote working within 10 days, including 170 front line operations staff
- Skeleton staff retained on site in Lingfield Point to continue to deliver mailroom services including printing, posting and scanning
- Closure of employer support helpline, replaced by an email service
- Engagement with employers to understand their challenges during remote working
- Establishment of Microsoft Teams for all team and client meetings
- Acquisition and distribution, over time, of laptops and headsets for all TP staff to aid remote working
- Series of staff wellbeing initiatives initiated and promoted to support remote working, particularly for staff living alone or considered vulnerable
- Flexible working hours allowed to support home schooling

# Covid challenges for employers

- School closures
- Move to remote working
- Challenges regarding access to current and ex-employee data
- Challenges regarding contribution payment and monitoring
- Establishment of remote management of payroll suppliers
- Closure of employer support helpline, replaced by an email service
- Establishment of virtual meetings
- Managing current and ex-teacher queries remotely
- Submitting monthly data files to TP remotely
- Transitioning to monthly contribution reconciliation (MCR) in a remote environment
- Suspension of face to face employer workshops/seminars
- Transition to on line webinars

# Impact of Covid 19 on the TPS Service

- Implementation of remote team working and management
- Significant increase in bereavement notifications and applications
- Additional resources secured for the bereavements team
- Increase in revisions to benefits from revised service/salary submissions
- Increase in email and webchat communications
- Remote governance of the TPS service including improved MI and dashboards
- Adaptation to remote project management
- Remote recruitment
- Remote training
- Remote performance reviews

# Major Projects

## Transitional Protection

- Additional administration staff recruited to support this project
- Preparatory work is commencing next month and calculations will be progressed on rectification cases in readiness to engage with members from April 2022 onwards, once primary legislation is in place
- Engagement strategy to keep members and employers informed – reassurance that the matter is in hand: we'll be in touch

## Goodwin

- Rectification of family benefits in payment to commence from next month
- Revision to future retirement process completed to calculate family benefits automatically in line with the Goodwin judgment
- Additional staff being recruited to support rectification activity
- Engagement strategy to keep members and employers informed – reassurance that the matter is in hand: we'll be in touch

Thank you