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EMPLOYER TRAINING STRATEGY



Employer Services Strategic Lead owns this policy
External policy document



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1. Introduction to Greater Manchester Pension Fund (GMPF)

What is GMPF?

GMPF is a regional pension fund administering the statutory Local Government Pension Scheme (LGPS). Managed by Tameside Metropolitan Borough Council, it is the largest of 88 LGPS funds in England and Wales.

Employees of all local and joint authorities in Greater Manchester, as well as many public bodies, typically participate in the LGPS. Staff at various other organisations delivering public services may also join, subject to specific criteria.

GMPF currently administers pension accounts for over 700 employers who have employees currently paying into the pension fund. It also manages pension accounts for over 570 employers whose only members are pensioners or those with deferred benefits.

What does GMPF do?

GMPF's job is to look after the LGPS pensions of all employees who are, or have been, members of GMPF. We do this in line with the LGPS regulations and other relevant legislation. This includes calculating and paying benefits, as well as investing the contributions we receive.

We currently administer over 436,000 pension accounts.

What roles and responsibilities do GMPF's employers have?

The LGPS regulations set out the roles and responsibilities of both the Fund (defined as the administering authority) and the employer (defined as the employing authority). Employers have specific tasks they must undertake to meet the requirements of the regulations and to ensure their employees receive correct and timely pension benefits. These are set out in the LGPS regulations and in GMPF's Pension Administration Strategy.

How does GMPF support employers?

GMPF has worked with employers over the years to create a comprehensive support offering. To ensure high performance, we provide a dedicated Employer Liaison team that facilitates an employer website, a telephone helpline, and a performance feedback programme. Additionally, all new employers receive a structured induction, and we offer training for both new and existing employers. This training strategy supports our work in these areas.

2. The purpose of our strategy

Why have we developed an employer training strategy?

- To demonstrate our commitment to delivering high quality training and support to employers and third-party payroll providers.
- To help us develop a clear and transparent plan, so that employers are aware of what we are planning to deliver.
- So that we know exactly how we will measure progress and evaluate the success or otherwise of the changes we implement.
- To clarify for employers the timescales GMPF is working to when delivering its training objectives.
- To ensure we have a clear understanding of the resources and budget we need to deliver an effective employer training plan.
- To enable our plans to be scrutinised and challenged effectively, leading to further improvements to training delivery and employer performance.

What is our strategy intended to deliver?

- Clarity on what our employer training programme offers and is intended to achieve.
- Clear objectives that outline how and when training will be delivered.
- A training offer that supports employers to fulfil their roles and responsibilities.

What are our specific areas of focus?

- To increase employers' knowledge base and ensure regulatory compliance.
- To improve data quality.
- To engage effectively.

3. Our strategy

What are we setting out to do and achieve?

- Deliver accessible training and information addressing all aspects of an employer's roles and responsibilities.
- Further employers' understanding and boost their confidence in fulfilling their responsibilities.
- Evaluate and update training materials regularly to ensure accuracy and relevance.
- Use attendee feedback to pinpoint opportunities to improve session content and delivery.
- Design interactive training formats and use engaging delivery methods to boost participation.
- Host a comprehensive, full-day session on the Employer Role, outlining session objectives and covering all key responsibilities in one event.
- Curate an up-to-date library of recorded webinars for on-demand access.
- Experiment with new strategies to promote training events and boost attendance.
- Forge stronger relationships with third-party payroll providers and deliver tailored training specifically for them.
- Implement a proactive training schedule with varied dates, to support flexible working arrangements.
- Partner with internal teams to identify employers and payroll providers who need additional training and facilitate their attendance.
- Optimise our online resources and ensure our employer website delivers clear, comprehensive information that helps users perform their roles confidently.
- Advance our training offer by introducing new modules and refining existing content.

What timeframe are we working towards?

This strategy will run from January 2026 to March 2027. GMPF officers will review it quarterly and update it if needed.

How are we going to measure progress and success and encourage continual improvement?

We will measure success through internal reviews and employer feedback. All objectives will be in the implementation plan, along with methods to measure success. We already have a well-established culture of continual improvement. We will add training and mechanisms to keep this embedded in our work.

4. Implementation plan

Key objectives

We have set six key objectives to achieve between January 2026 and March 2027, as follows:

Objective 1	Deliver training events that are effective and engaging with materials that meet accessibility standards.
Achieves	A better learning experience for attendees and improved understanding of the topic being delivered.
Main benefits	• Improves understanding • Increased attendance and engagement • Meets accessibility standards
Resource	Employer Liaison team
Timeframe	From January 2026 to March 2026
Measure success by	• Surveys and focus groups • Improvement in data quality • A reduction in queries raised with or by employers
Budget required	TBC
Status	In progress

Objective 2	Offer a range of training and support targeted at third-party payroll providers
Achieves	Increase the knowledge and understanding of third-party payroll providers about the LGPS regulations, their responsibilities, and GMPF processes.
Main benefits	• Increased knowledge of LGPS regulations • A clear understanding of GMPF processes and requirements • An improved service to GMPF employers • Improvements to the timeliness and accuracy of data provided.
Resource	Employer Liaison team
Timeframe	January 2026 to June 2026
Measure success by	• Surveys and focus groups • Improved data quality • Reduction in queries raised
Budget required	TBC
Status	In progress. Survey issued to all third-party payroll providers and the employers that use them to gain insightful feedback.

Objective 3	Review current training materials to ensure that they are factual and up to date
Achieves	The delivery of training that is compliant with the LGPS regulations and up to date with current GMPF policies and procedures.
Main benefits	• All information provided will be correct and relevant • Employers and third-party payroll providers will be up to date with any changes to regulations or GMPF processes.
Resource	Employer Liaison team
Timeframe	Continual improvement
Measure success by	• Survey feedback and focus groups
Budget required	Internal Resource
Status	Ongoing

Objective 4	Review survey feedback from employers and third-party payroll providers and consider actions required.
Achieves	Identification of new subject areas to include in the training plan, new ways of delivering training, and improvements to existing training materials.
Main benefits	• Improved employer satisfaction levels • Giving employers an opportunity to contribute to our training objectives • Improved engagement • Learning opportunities and improved training provision
Resource	Employer Liaison team
Timeframe	Continual improvement
Measure success by	• Improved engagement • Positive feedback
Budget required	Internal resource
Status	In progress

Objective 5	Increase the availability and quality of online training materials
Achieves	24-hour access to quality training sessions and materials that are factual, accurate, and up to date.
Main benefits	• Engaging training sessions, materials and procedure guides that are accessible at any time • Employers do not need to wait for the next available training session as the information is readily available
Resource	Employer Liaison team
Timeframe	From July 2026 to December 2026
Measure success by	• Increase in the number of employers accessing the online training and available materials • Surveys and focus groups
Budget required	TBC
Status	Not yet started

Objective 6	Introduce new training modules and ways of delivery
Achieves	Increased range of training sessions available with more topics covered and incorporating different delivery methods
Main benefits	• Training will be made available to cover all aspects of an employer's role • Employers will have the ability to attend individual modules as well as one full day course • Utilisation of different delivery methods, i.e., bite size sessions, to suit employers' needs • Increased understanding of the LGPS regulations and the requirements of the employer role
Resource	Employer Liaison team
Timeframe	From April 2026 to September 2026
Measure success by	• Surveys and focus groups • Improved data quality
Budget required	TBC
Status	Not yet started

Review date	Reviewed by	Amendments	Version
18 December 2025	Joanne Littlejohn	Strategy created	2026.1



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