

# Job Specification

<b>Job Title:</b>	Pensions Administrator (AEP)
<b>Reports to:</b>	Team Leader
<b>Purpose of the jobs:</b>	To provide quality DB pension scheme administration to customers in line with TPT's Business Goals, Service Level agreements and Values

## Areas of Responsibility:

1. To develop and take ownership of TPT's vision, Business Plan and values, and to be totally committed to these.
2. To provide customer delight at all times, to our colleagues, members and employers, working in line with service levels.
3. To take responsibility for the accuracy of member and employer data at all times.
4. Where required to manage and provide assistance with scheme project events such as valuations, annual benefit statements and data validation.
5. To take responsibility for the quality and quantity of your own work as well as that of the team. To carry out checking of colleagues work.
6. Follow agreed procedures to manage and provide assistance with scheme project events such as valuations, annual benefit statements, pension increases, annual allowance, group life assurance and ad-hoc data validation work.
7. To willingly work with or on any relevant team within TPT as business need dictates.

8. To identify areas for improvement, actively contribute in team meetings, refine processes and suggest changes.
9. To perform all duties in line with TPT's Information Security policy.
10. To comply with the Data Protection Policy when dealing with personal data in the course of employment including personal data relating to any employee, customer, client, supplier or agent of the Company.
11. To act as an ambassador of TPT at all times.

Performance & Engagement Factors	Essential	Desirable
Job & Technical Factors	<ul style="list-style-type: none"> <li>• 12 months DB pensions experience.</li> <li>• GCSE's (or equivalent) at grades C / 4 or above in Maths and English.</li> <li>• Benefit calculation experience.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Studying towards/completed DPA/CPA.</li> <li><input type="checkbox"/> Additional 3 GCSE's (or equivalent) at grade C or above</li> </ul>
Engaged Behaviour	<ul style="list-style-type: none"> <li>• Demonstrates enthusiasm for the job.</li> <li>• Able to work using own initiative.</li> <li>• Actively seeks to develop and extend own pension knowledge.</li> <li>• Able to work under pressure.</li> <li>• Able to embrace and adapt to changes within the workplace.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Knowledge of TPT's Business Plan and aims.</li> <li><input type="checkbox"/> Able to train others within the team if required.</li> <li><input type="checkbox"/> Evidence of having worked with change in previous roles.</li> </ul>
Values	<p>Acts in line with our values:</p> <ul style="list-style-type: none"> <li>• Inclusive</li> <li>• Integrity</li> <li>• Innovative</li> <li>• Customer focused</li> <li>• Cost effective</li> <li>• Committed</li> </ul>	
Systems and Processes	<ul style="list-style-type: none"> <li>• Experience of using Microsoft Word and Excel.</li> <li>• Previous experience of using Pension/Contribution systems.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Experience of other Microsoft systems.</li> </ul>
Customer Care	<ul style="list-style-type: none"> <li>• Professional approach.</li> <li>• Clear understanding and demonstration of good customer service.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Experience of training others.</li> </ul>

	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ability to work with others/committed team player.</li> <li><input type="checkbox"/> Experience of dealing with customers on a regular basis</li> </ul>	
<p><b>Performance Factors</b></p>	<ul style="list-style-type: none"> <li>• <input type="checkbox"/> Good level of communication skills.</li> <li><input type="checkbox"/> Able to prioritise own workload.</li> <li>• <input type="checkbox"/> High level of work output and accuracy. Ability to work to deadlines. Displays a sense of urgency</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Experience of having checked other people's work.</li> </ul>

Team Members  
March 2023