

Job Specification

Job Title:	Pensions Administration Services Coordinator Assistant
Reports to:	Pensions Administration Services Coordinator
Purpose of the jobs:	To provide support and assistance to the Pensions Administration Services Coordinator as required, plus administrative support to the Pensions Administration teams. Participation in projects as required

Areas of Responsibility:

1. To develop and take ownership of the Trust's vision, Business Plan and values, and to be totally committed to these.
2. To provide support to the Pensions Administration Service Coordinator which will include the following items.
3. To assist with the preparation of the TPR Scheme Returns data process.
4. To assist with the administration of the PON's process.
5. To assist with the administration of the Death Discretions process.
6. To administer records, files and archive systems
7. To provide a secretarial support service to the teams
8. To assist in the coordination of and production departmental letters, reports and updates
9. To service meetings including setting up and any other meeting requirements.
10. To assist with travel and accommodation across the all the Pensions Administration teams.
11. To assist with general administration within the Pensions Administration teams.
12. To assist with bulk mailings are produced, printed and despatched in line with required schedules. To be the main point of contact for the mailing houses, ensuring that regular review meetings are conducted in line with the Trust's policy.

13. To assist with the archiving of files etc
14. To become familiar with the PAS scanning and Indexing process to ensure cover if required
15. To perform all duties in line with the Trust's Information Security policy.
16. 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.
17. To act as an ambassador of the Trust at all times

Performance & Engagement Factors	Essential	Desirable
Job & Technical Factors	<ul style="list-style-type: none"> • English and Maths GCSE grade C / 4 or above (or equivalent). • 3 years secretarial/general admin experience. • Minimum 50wpm typing speed. • Business writing/ editing/ formatting of documents. 	<ul style="list-style-type: none"> • Able to use budget system. • Experience of project support. • PRINCE2 Foundation. • IT terminology.
Engaged Behaviour	<ul style="list-style-type: none"> • Operates in a manner consistent with Trust values. • Identifies with the Trust, Team and personal objectives. • Demonstrates enthusiasm for the job, sense of urgency. • Will act on own initiative. 	<ul style="list-style-type: none"> • Knowledge of the Trust's business goals and values. • Flexible approach • Creative ability.
Values	<p>Acts in line with our values:</p> <ul style="list-style-type: none"> • United • Ethical • Innovative • Customer focused • Cost effective • Committed 	

Team Member
April 2019

Systems and Processes	<ul style="list-style-type: none"> • Software experience particularly Microsoft Word, Excel, PowerPoint and Outlook. • Able to follow procedures correctly. 	<ul style="list-style-type: none"> • Able to adapt work systems to improve the customer experience. • Business continuity systems • MS Project/ Project central.
Customer Care	<ul style="list-style-type: none"> • Clear understanding of what constitutes good customer service. • Serving both internal and external customers to consistently high levels. • Experience of dealing with people at all levels. • Works successfully as part of a team. • Supports the activities of the other members of the Team. • Professional approach. 	<ul style="list-style-type: none"> • Experience of working in customer focussed environment.
Performance Factors	<ul style="list-style-type: none"> • Highly methodical and organised. • Able to prioritise work. • Able to review own performance and adapt to maintain standards. • Demonstrates attention to detail and accuracy. • Able to respond to change in a positive manner. • Ability to work under pressure. • Communication skills – oral and written. • Problem solving skills 	

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