

Job Specification

Job Title:	Professional Services Intern
Reports to:	Senior Professional Services Manager
Purpose of the jobs:	This is a multi-faceted role providing access and support to all business functions. An opportunity to learn and understand how a business operates at a corporate level. Including distribution, marketing, operations and finance.

Areas of Responsibility:

1. To support TPT's vision, Business Plan and values, and along with the team, be totally committed to these.
2. To support drafting of communications to employers and members in relation to existing and new services introduced by the Professional Services Team. This includes, but is not limited to, the delivery of corporate accounting numbers with support from the in-house actuarial function. Preparing mailing data.
3. Provide support to the collective defined contribution (CDC) discovery project, analysing sector interest and developing marketing communication strategy and engaging with existing and potential clients.
4. Subject to CDC project approval, support various project working groups on overall project delivery.
5. Assist Professional Services Team in maximising revenue opportunities for existing life assurance product and support with re-broking exercise, including idea generation from concept to delivery.
6. Support roll-out of new Customer Relationship Manager (CRM) system to understand the requirements of the project, impact assessment across the Professional Services and Customer Relations Team.
7. To follow establish controls in relation to the team's services e.g. online tool access controls for company accounting are followed correctly.

8. To ensure that the CRM tool is updated to reflect employer activity undertaken within Professional Services Team activity.
9. To maintain the database of employers who have requested services from the team and to provide the Finance team with invoice schedules.
10. To work with other teams within TPT to ensure elements of the accounting solution and other services are sufficiently tested prior to launch.
11. Drafting papers for Trustee board and executive leadership meetings.
12. To work with the Professional Services and Customer Relations Teams in the preparation of research material for additional services and internal reporting requirements.
13. To act as an ambassador of TPT at all times and comply with internal requirements.

Performance & Engagement Factors	Essential	Desirable
Job & Technical Factors	<ul style="list-style-type: none"> • Studying towards a university degree related to business: <ul style="list-style-type: none"> ○ Business Analytics / Administration / Management, Economics, Finance and Management, Accounting etc ○ Other degrees may be relevant also such as Maths, Actuarial Science, English, Politics etc • Excellent data analysis skill • Excellent research skill • Excellent communications skill 	<ul style="list-style-type: none"> • Basic understanding of corporate operations • Basic knowledge of pensions • Basic understanding of product design from concept to delivery
Engaged Behaviour	<ul style="list-style-type: none"> • A desire to improve continually, and to work to the best of ones' ability • Motivated for this role • Embraces change at all levels 	<ul style="list-style-type: none"> • Enthusiastic to work with external bodies
Values	<p>Acts in line with our values:</p> <ul style="list-style-type: none"> • Inclusive • Integrity • Innovative • Customer focused • Cost effective • Committed 	
Customer Care	<ul style="list-style-type: none"> • Experience of working in customer focused environments • Empathetic • Ability to communicate and influence. 	<ul style="list-style-type: none"> • Able to give effective presentations

Performance Factors	<ul style="list-style-type: none"> • Ability to work to strict deadlines • Ability to manage multiple tasks and projects • Able to set high standards for self. Demonstrates high quality work and self-motivation 	
Function Management	<ul style="list-style-type: none"> • Able to motivate others in line with values • Is positive to others about change • Aware of cost of own time • Highly professional approach and manner • Acts as ambassador 	<ul style="list-style-type: none"> • Experience of working as part of a team

Sales & Marketing Internship

Job Title: Sales & Marketing Internship

Purpose of the internship: To provide research, support and assistance to progress priorities and strategic objectives of the Sales & Marketing function.

Areas of Responsibility:

- To work with and support all members of the Sales & Marketing function, providing research and support to key business activities.
- To take ownership and responsibility for assigned tasks, suggesting new ideas, work creatively with other members of the team and deliver assigned projects to tight deadlines.
- To support with the drafting of Sales & Marketing collateral to aid the new business effort
- To assist in developing/enhancing reporting tools.
- To work with the large data sets held on databases to provide analytics for the team.
- To support the team on other project-based work and provide research, support, and assistance to progress operational priorities and strategic objectives.
- To contribute ideas, challenge existing working practices and help to find ways of applying academic thought in pragmatic ways.
- To perform all duties in line with TPT's Information Security policy.
- 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.

- To always act as an ambassador for TPT

Performance & Engagement Factors	Essential	Desirable
Job & Technical Factors	<ul style="list-style-type: none"> • Ideally studying or studied Business Studies, Marketing, Finance, or Economics. • Interest in business, marketing, economic issues 	<ul style="list-style-type: none"> • Report writing skills • Drafting presentations
Engaged Behaviour	<ul style="list-style-type: none"> • Enquiring mind • Methodical • Willingness to learn • Ability to deliver to tight deadlines 	<ul style="list-style-type: none"> • Confidence to challenge others
Values	<ul style="list-style-type: none"> • Customer Focused • Committed • Cost effective • Integrity • Innovative • Inclusive 	
Systems and Processes	<ul style="list-style-type: none"> • Good IT skills – Powerpoint, Outlook, MS Word, Excel etc. 	<ul style="list-style-type: none"> • Knowledge of databases
Customer Care	<ul style="list-style-type: none"> • Strong communicator (verbal & written) 	
Performance Factors	<ul style="list-style-type: none"> • Ability to prioritise own workload • Ability to work to deadlines • Good time management, organisational and coordination skills 	