

Job Specification

Job Title:	Pensions Administrator
Reports to:	Team Leader
Purpose of the jobs:	To provide quality 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 own and manage all aspects of the Pensions Administrator role (including calculations, member enquiries, issues and mentoring team members) and to actively develop knowledge in all of areas of the customer service teams.
4. To take responsibility for the accuracy of member and employer data at all times.
5. To complete monthly contribution processes and benefit calculations on our software in line with our processes, including data input, data changes and standard letters where appropriate.
6. Where required to manage and provide assistance with scheme project events such as valuations, annual benefit statements and data validation.
7. 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.
8. To take ownership of and show a level of urgency in completing delegated tasks within the team.

9. To willingly work with or on any relevant team within TPT as business need dictates.
10. To identify areas for improvement, actively contribute in team meetings, refine processes and suggest changes.
11. To perform all duties in line with TPT's Information Security policy.
12. 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.
13. To act as an ambassador of TPT at all times.

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

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