

# Job Specification

<b>Job Title:</b>	Employer Support Assistant
<b>Reports to:</b>	Team Leader
<b>Purpose of the jobs:</b>	To provide assistance and support to Employers using TPT's pension arrangements

## 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, employers and members.
3. To liaise with employers, advising on all routine matters pertaining to auto-enrolment including customer service enquiries.
4. To follow specified manual and computer based procedures and tasks, including data input.
5. To answer employer queries via telephone and email and to liaise with employers to ensure all queries are promptly followed up and resolved.
6. To take responsibility for the accuracy of data at all times.
7. To develop knowledge of compliance and regulatory requirements for the provision of accurate data in line with TPT's customer service commitments.
8. To take responsibility for the quality and quantity of your own work as well as that of the team.
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>• Maths and English at GCSE grade C / 4 or above (or equivalent).</li> <li>• Evidence of numeracy.</li> </ul>	<ul style="list-style-type: none"> <li>• Additional 3 GCSEs at grade C or above (or equivalent).</li> <li>• Basic pensions knowledge.</li> <li>• One year's previous office experience.</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>• Able and willing to follow working procedures in place.</li> <li>• Ability to embrace and adapt to changes within the workplace.</li> <li>• Willing to develop and extend own systems knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of TPT's Business plan and aims.</li> <li>• Evidence of having worked with change in previous roles.</li> <li>• Ability to work under pressure.</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> </ul>	<ul style="list-style-type: none"> <li>• Excel qualification.</li> </ul>
Customer Care	<ul style="list-style-type: none"> <li>• Professional approach.</li> <li>• Clear understanding and demonstration of good customer service.</li> <li>• Ability to work with others/ committed team player.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of dealing with customers on a regular basis/ working in a customer focussed environment.</li> </ul>

<b>Performance Factors</b>	<ul style="list-style-type: none"><li>• Able to prioritise own workload.</li><li>• Demonstrates a good level of communication skills.</li><li>• Demonstrates attention to detail in all aspects of work.</li></ul>	
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