

Job Description

Job title:	Pension Administrator
Team:	Pensions Administration – Calculations Team
Reporting to:	Team Supervisor
Hours:	35 hours per week (Monday – Friday)
Contract type:	Permanent
Direct reports:	n/a

Overall job purpose

To provide a high-quality administration service to Local Government Pension Scheme (LGPS) members, employers and other third parties.

Summary of main duties

Post holders will work in a team that provides an administration service to all our active and deferred pension scheme members and scheme employers. The duties associated with this role will focus on calculating and processing quotations, the accurate payment of all retirements including ill health and death payments; dealing with enquires and providing pension scheme information to members and employers; and dealing with the transfer of pensions to and from the NILGOSC scheme.

Key activities

Post holders will be required to:

Service delivery

- Provide a high level of service to pension scheme members and employers, in line with relevant regulations, and internal and external service standards.
- Support the team Supervisors in the achievement of NILGOSC's internal and regulatory service standards and in the efficient performance of the work of the team.
- Deal with complex enquiries (verbally and in writing) from pension scheme members, employers and other third parties.
- Provide information to members and employers via seminars, training events, website updates and other publications.
- Liaise with Scheme employers to ensure an adequate flow of information is maintained and all necessary information to administer the scheme is received in a timely manner.

Calculations and records maintenance

- Accurately maintain electronic member records.
- Accurately calculate, validate and implement all types of benefits, calculations and membership credits (e.g. scheme transfers, retirements, Annual Voluntary Contributions etc) in line with pension scheme regulations for scheme members and employers to include undertaking all tasks necessary to pay pensioners their monthly entitlement.

- Undertake various internal control functions such as reconciliations, peer checking and validating employer annual/monthly returns (this will involve verifying information received from employers and querying and resolving anomalies arising from the reconciliation process).

Projects and Service Development

- To participate in internal project teams and contribute to the implementation of new systems and methods of service delivery.
- To review procedures and workflows, identify bottlenecks and suggest improvements and efficiencies in service delivery.

Peer Training and Mentoring

- To provide on-job training to colleagues on pensions, taxation and other related matters.
- To act as a buddy/mentor for new members of the team, providing a first, single point of contact for role related queries.

Additional/other duties

- Comply with internal procedures, make suggestions for improvements and identify and escalate problems.
- Assist in the recruitment of staff to NILGOSC and train staff as required.
- Deputise for senior staff when necessary, and to undertake any other duties as reasonably required by the Team Supervisors, the Operations Manager or the Head of Pension Services including the interchange of duties to cover annual leave/other absences.
- Undertake responsibilities and process information/data in accordance with NILGOSC policies and procedures relating to information management (e.g. data protection, FOI and information security).
- Support NILGOSC's Equal Opportunity and Equality and Diversity policies and procedures; be sensitive to other people's abilities, backgrounds, values, customs and beliefs; and promote a positive working environment in NILGOSC.