Pensions Technical Manager

Job Description

Overall Purpose Of the Job

This role is pivotal to the success of the Fusion Wealth SIPP. Immersed in the detail, the Technical Manager provides technical and legislative oversight and input to management and operations teams. They will not only support the smooth running of the SIPP today, but also help shape its future development as a core part of Benchmark Capital's proposition.

As part of the SIPP management team, the Technical Manager will take responsibility for:

- Maintaining a technical oversight regime for the main risk areas of the Fusion Wealth SIPP (contributions, relief at source, transfers in, investments, benefit crystallisation events and transfers out)
- Ensuring processes, documentation and letters adhere to regulatory and business requirements
- Providing pensions technical support to the operations teams
- Liaising with HMRC in relation to the Fusion Wealth SIPP
- Providing, delivering and updating an ongoing technical training programme for the teams
- Leading regulatory research and forecasting and reporting to regulators; and
- Ensuring the technology (workflow, process management, and user interface) is configured to meet regulatory requirements.

The Technical Manager will also be instrumental in:

- Analysing proposed legislative and regulatory change and working with the management team to agree our position and construct a response
- Providing input to the development of the proposition and supporting technology to maintain and increase its attractiveness to clients; and
- Identifying opportunities for straight through processing and automation to build operational capacity and resilience and reduce risk.

About Benchmark Capital

Benchmark Capital powers financial advisers through insight and integrated tools, services and investment solutions that help them differentiate their client proposition.

Helping advisers to look after their clients is at the centre of everything we do. Our award-winning solutions, which includes the Fusion Wealth platform, support over 1600 advisers with £18 billion of assets under advice[1]

With a technology-led ecosystem of regulatory, platform, and investment services, and our own financial planning business, our approach is guided by delivering safety and security for customers and focused on positive client outcomes.

We believe that first-class client service and integrated technology are essential components for long-term success. Our seamless, holistic approach works in harmony both to empower advisers and their clients and to generate tangible financial and competitive advantages.

We work with some of the most successful financial planning firms in the UK, bringing the power of technology to advice and wealth management.

Our SIPP, previously provided through a separate company, Bright Square Pensions, is in the process of being fully integrated into the Fusion Wealth platform. This will be a key driver of future growth for the business and offers candidates the opportunity to shape our success in this important and exciting market.

[1]As at 31.03.21

The base

You'll be based at our Broadlands Business Campus near Horsham in West Sussex. It has high standards and international reputation, without being in the city: a big, countryside campus means life will feel a little different. We support our offices by using cutting edge software and hardware and our spacious campus facilities mean there's a great working environment for the team. With an on-site restaurant, coffee shop and gym, our campus has much to offer. And commuters can relax on our dedicated regular shuttle bus to and from Horsham's main line train station.

We know that helping you balance personal and professional commitments is a big part of that, so we're open to flexible working. Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need.

What You'll Do

You will be responsible for:

Operational support

- Supporting operations as the primary point of contact for internal technical queries, identifying and closing knowledge gaps within the teams
- Managing technical escalations through to resolution, raising to Senior Management or Compliance where necessary for additional consideration
- Supporting the development and maintenance of a complete suite of operational process documentation including technology and operational interfaces with other parts of the Fusion Wealth platform

- Leading liaison with HMRC and the Pensions Regulator (TPR) including the extraction and coordination of data as required
- Representing the company with the Association of Member-directed Pension Schemes (AMPS)
- Maintaining excellent client, partner and supplier relationships through proactive measures and strong communication; and
- Being an advocate of continuous development, imparting knowledge and ensuring understanding and contributing to a positive team environment with high levels of motivation and strong team spirit.

Oversight and risk management

- Ongoing review of technical and regulatory requirements against control framework, identifying and providing analysis of potential risks to the business and owning and developing a technical oversight framework;
- Ongoing review of the legal framework and client facing forms and literature of the SIPP proposition(s);
- Supporting internal audits to assist with planning, execution and presentation of audit findings; and
- Ensuring that all letter templates are HMRC compliant and cover all regulatory requirements.

Proposition and operational development

- Keeping up to date with regulation and legislation, ensuring relevant stakeholders are aware of any changes and impact and recommending enhancements to processes and procedures
- Collating and feeding back trends in technical queries and exceptions to help facilitate service and operational improvements
- Supporting proposition design through technical input and oversight; and
- Working on projects for policy or regulatory changes to assess the impact on existing controls

The Knowledge, Experience and Qualifications You Need

- Excellent technical knowledge of pensions and retirement, with comprehensive experience in a specialist pensions technical capacity
- Up to date pension legislation knowledge and a strong understanding of applicable HMRC, TPR and DWP regulations and the broad principles of FCA regulation linked to SIPPs
- Extensive experience in regulated financial services, including exposure to platform administration
- Degree or Level 4 CII Accreditation or equivalent
- Proven ability to own risks, projects and tasks in a proactive manner and to effectively manage and prioritise multiple tasks and projects simultaneously
- Proven analytical and problem-solving capabilities, ability to identify business risks within the detail
- Demonstrable leadership skills, unrelenting in the quest for compliant excellence; and

- Proficient user of MS Office applications.

<u>What You'll Be Like</u>

- Exceptionally well organised and self-motivated, working on own initiative and as part of a team
- Excellent written and verbal communication abilities - an articulate, concise communicator
- Deep understanding of customer / client requirements with a passion for Treating Customers Fairly and Customer Outcomes
- A natural creative flair, ideas and energy to introduce new concepts and innovations is advantageous
- A willingness to develop systems, learn new concepts and broaden industry knowledge; and highly motivated with a desire to thrive in a challenging, fast paced environment

<u>We're Looking for The Best, Whoever They Are</u>

Benchmark Capital is an equal opportunities employer. You're welcome here whatever your socio-economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability.