

# Senior Administrator – Pensions Administration

## Job Description

<b>Reports To:</b>	Pensions Administration Manager
<b>Responsibility for Others:</b>	None
<b>Department:</b>	Pension Administration
<b>Location:</b>	Broadlands Business Campus, Horsham
<b>Hours:</b>	Monday to Friday 9.00am to 17.30pm with 1 hour for lunch
<b>Any Special Requirements</b>	Some need to travel to clients across UK (hours, travel)
<b>Grading:</b>	3 - 4

### Overall Purpose of the Job:

Support all areas of pensions administration, including processing administration events within SLA's, reporting and administration procedures, quality assurance, identifying areas of improvement and working with the Manager to support the administration team.

### Key Activities and Responsibilities:

- Ownership and accountability for performance and procedures of area
- Accurate administration of multiple pension schemes
- Provision of accurate, valid and complete information using data and functionality available
- Coach and train new members of staff
- Delegation of day to day activities of the Administration team (minor work allocation)
- Identify and report on efficiency, risk and control enhancements
- Understanding and ability to perform multiple processes across the administration function
- Proactively contribute and feedback in team meetings
- Cross-training for multiple functions / administration processes to support multiple areas of the business
- Liaise with internal and external suppliers for daily operational support

### Required Skills / Experience:

- 5 GCSE's including maths and English language
- 2 A Levels or equivalent
- Level 2 CII Accreditation / bachelor's degree
- Minimum of Grade 3 Bright Square Pensions, Pensions Administration
- Accurate with excellent attention to detail
- Ability to work as part of a team and autonomously

- Proven track record of working accurately within defined processes
- Excellent communication skills both written and oral
- Confident user of Microsoft Outlook, Microsoft Word and Microsoft Excel

**Desirable Skills / Experience:**

- Good understanding of personal pensions
- Understanding of applicable HMRC, FCA and TPR regulations
- Proven analytical and problem-solving capabilities

**Personal Characteristics:**

- Self-starter, willing to learn and embrace change
- Positive attitude
- Excellent time management and ability to prioritise work
- Confident to review processes for improvements
- Ability to work in a structured manner in a challenging, fast paced environment

**Grading:**

Grade	Competency	Demonstratable experience
3	Developing	<ul style="list-style-type: none"> <li>– Self-starting</li> <li>– Manage own workload and prioritisation</li> <li>– Seeking different work and able to support across all areas of administration taking responsibility for others / buddying more junior members of staff</li> <li>– Recognised as a specialist in at least one area</li> <li>– Buddy for new members of administration</li> <li>– Internally recognised Subject Matter Expert for at least one area of administration</li> <li>– Positive feedback and complimented by customer</li> <li>– Complimented by customers; sought out internally as a go-to person</li> <li>– Skills and aptitudes are required as such will provide the ability to address a range of issues, some of which may be difficult.</li> </ul>
4	Competent	<ul style="list-style-type: none"> <li>– Take day to day control of work for self and team</li> <li>– Report on work in progress (WIP)</li> <li>– Liaise with platform on daily administration matters</li> <li>– Liaise with service providers on daily administration support matters</li> <li>– Ownership of customer queries through to resolution</li> <li>– Manage work functions on behalf of the Manager</li> <li>– Ad hoc project work for administration management</li> <li>– Skills and aptitudes are required such as will provide the capability to undertake complicated procedures</li> </ul>
4+	Proficient	<ul style="list-style-type: none"> <li>– Delegate for Manager - during holidays, absences etc</li> </ul>

- Sign off authority for standard administration tasks
- Responsible for team specific Management Information
- Responsible for ad hoc administration projects
- Represent Bright Square Pensions on group wide projects
- Responsible for training new starters
- Able to train new clients, responsible for conducting team member one-to-ones
- Skills and aptitudes are required such as will provide an understanding of principles and practices that contribute significantly to the work of the department