

## JOB DESCRIPTION

**Job Title:** Pensions Administrator

**Accountable to:** Pensions Manager

**Contract Length:** Permanent

**Hours per week/FTE:** 35

**Weeks per year:** 52

**Salary:** £30,777.00 - £37,468.00 per annum

**Grade:** 3

**College/Service:** People

**Location:** Hybrid – UAL High Holborn/Home

### Purpose of Role:

To provide daily pension's administration support as a member of the Pensions Team, by the processing of routine tasks across all of the pensions currently in operation within the University.

Deliver a comprehensive and timely customer focused pensions service to all stakeholders

To work in an accurate and timely manner, in line with scheme rules, and legislative requirements,

Organise and prioritise workloads according to required deadlines and fluctuating workloads to meet the business needs

### Duties and Responsibilities:

- Understand and apply the rules and regulations of all current and any future workplace pension schemes administered on behalf of UAL employees. Understand how to apply the appropriate scheme rules while ensuring that this is also in line with legislative requirements.  
  
This will include but is not limited to -
  - The Local Government Pension Scheme (LGPS)
  - Teachers' Pensions scheme (TPS)
  - Universities Superannuation Scheme Ltd (USS)
- Accept changing working priorities and patterns, by adapting to meet the changing business needs, providing support and assistance to other members of the Pensions Team where fluctuating workloads require
- Promote membership of the pension scheme through the provision of factual information covering the benefits available to prospective and active members of the pension schemes available through UAL employment.
- Complete all transactional processing in line with the employers Automatic Enrolment duties to ensure compliance
- Ensure the transactional processing of data is completed in an accurate and timely manner in line with both payroll and the schemes deadline dates on a daily/weekly/monthly basis as required
- Complete checking of and changes to membership details as a result of Trent admin or scheme monthly change reports
- Answer internal and external enquiries, and provide the appropriate standardised responses promptly

- Calculate and check all pension estimate types, and provide a response to the relevant stakeholder
- Contact scheme members in relation to unpaid absences, and provide the information to enable them to purchase lost pension as appropriate
- Respond to routine TP service record queries and process “missing service” updates.
- Ensure member documentation is completed processed and submitted to the schemes administrators promptly.
- Provide absence cover within the team and as appropriate for the role.
- Perform duties that are consistent with the role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University’s Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University’s policies and procedures, as laid down in the Financial Regulations

#### **Key Working Relationships:**

Demonstrate good interpersonal skills and communicate effectively with team members, managers, employees, pension scheme providers, other external partners, and suppliers with whom regular contact is required.

#### **Specific Management Responsibilities**

**Budgets:** None

**Staff:** None

**Other:** None

Person Specification	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none"><li>• Demonstrable knowledge of UK Defined Benefit and Defined Contribution Pension schemes.</li><li>• Studying for or completion of a recognised UK Pensions qualification.</li></ul>
Relevant Experience	<ul style="list-style-type: none"><li>• Experience of working in a customer focused position.</li><li>• Demonstrable Pensions administration experience in a large and similarly complex organisation.</li></ul>
Communication Skills	<ul style="list-style-type: none"><li>• Communicates effectively orally, in writing and/or using visual media</li></ul>
Planning and Managing Resources	<ul style="list-style-type: none"><li>• Plans, prioritises and organises work to achieve objectives on time</li></ul>
Teamwork	<ul style="list-style-type: none"><li>• Works collaboratively in a team or with different professional groups</li></ul>
Student Experience or Customer Service	<ul style="list-style-type: none"><li>• Provides a positive and responsive student or customer service</li></ul>
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"><li>• Uses initiative or creativity to resolve day-to-day problems</li></ul>

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

**Last updated: June 2022**