**Pensions Administrator**

|  |  |
| --- | --- |
| **Location** | Central Reading |
| **Contract Type** | Permanent |

Main Purpose of Job

* To manage time/resources, ensuring effective delivery of Service Level Agreements
* To achieve production and quality targets set
* To produce casework and provide constructive feedback if appropriate
* To work effectively with colleagues and stakeholders across the business
* To develop technical and process knowledge for Defined Benefit Pension schemes

Core Duties

* Calculate retirement quotes, transfers in and out, pension increases, leavers and deaths in line with agreed Service Levels
* Process new entrants, renewals, cheques, invoices, accounting schedules
* Draft routine correspondence
* Log post in and out
* Filing
* Client reports – Prepare monthly/quarterly client reports
* Drafting of non standard correspondence in response to customer enquiries
* Manage own time to ensure delivery to agreed SLAs and regulatory requirements
* Escalate relevant issues to Team Manager/Operations Manager
* Ability to use in-house and third party pension systems as required
* Provide support to senior administrators with portfolio of clients/ build client relationships
* Resolve customer enquiries (oral or written) based in competent working knowledge of the customer requirements
* Carry out such other duties and take on additional responsibilities as may be agreed from time to time

**What We Are looking For**

**Qualifications**

* GCSE (or equivalent) Maths and English Grade C and above
* Ideally A Level Maths and English
* A Levels / NVQ

**Skills and Knowledge**

* Good written and oral communication skills
* Ability to develop working relationships
* Ability to work within laid down processes and procedures
* Basic financial awareness
* Microsoft PC packages

**What We Can Offer You**

Our competitive benefits package includes;

* 23 days holiday rising to 25 after two years of service
* Stakeholder Pension Scheme
* Flexible Benefits Package
* Life Assurance
* Employee Referral Reward Scheme.

Equiniti is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, or religion or belief.