



## JOB DESCRIPTION

### OVERVIEW


<b>Job Title:</b>	Pensions Administrator, SW Healthcare (Vertis), Redditch
<b>Responsible to:</b>	Head of Finance and Team Leader
<b>Rate of pay:</b>	Band 3
<b>Place of work:</b>	Hybrid
<b>Contract type:</b>	Permanent Contract
<b>Hours of work:</b>	Monday to Friday, 15 hours per week (spread of hours across the week is negotiable)
<b>Job Purpose:</b>	To deliver a consistent, efficient, timely and accurate Pensions administration service.

### GENERIC RESPONSIBILITIES

Working within a successful team you will deliver a consistent, efficient, timely and accurate service in the following areas:

- New pension members, and leavers, to be processed in accordance with standard operating procedures
- Ensure member contributions are scheduled for payment by set deadlines
- Pension administration to be carried out to meet deadlines, as set by The Pensions Regulator
- Plan, organise and manage your own workload to ensure that pension processes are achieved in a timely and accurate manner
- Complete Year End updates for pension members
- Ensure telephones are managed and answered in a timely manner and act as the point of contact for financial matters
- To work to deadlines and respond in a flexible way to the changing demands of the organisation, including ensuring that customers are responded to promptly and professionally.
- To attend and participate in team meetings, training courses, and appraisals punctually and well prepared, as appropriate and when required.



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- Any other duties that may be deemed appropriate to this role; be proactive, seeking work from the Head of Finance when your own areas of responsibility have dissipated, remaining flexible to take on any tasks as requested.
  - To complete tasks and objectives that are outlined in your own personal objectives

#### *Other*

- Maintain the usual high standards of honesty, integrity and openness.
- Maintain a positive demeanour that supports a happy working environment.
- Treat other staff as one expects to be treated oneself.
- To be a positive ambassador for SWHC (Vertis).
- To be an advocate for the SWHC (Vertis) business in all interactions internally and externally.

It is the nature of the work of SW Healthcare (Vertis) that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks which are not specifically covered in the Job Description have to be undertaken.

The job description is not exhaustive and may be adjusted periodically to reflect any ongoing changes.

#### **Specific Knowledge, Experience and Qualifications:**

- Excellent attention to detail.
- Strong technology and telecommunications skills to be able to enter, report, store and manage data accurately and efficiently. This includes software, such as computerised pension systems and Microsoft Office skills (especially Microsoft Outlook - email and Microsoft Excel), and hardware, such as telephones and scanners.
- Strong customer service and interpersonal skills, with tact and diplomacy to be able to manage difficult situations
- Strong team player able to support peers in the delivery of personal, team and organisational goals and generic admin support as required
- Good numeracy, literacy and communication skills to be able to check data, identify common issues and communicate errors and problems
- Motivated to implement/deliver on time to quality standards, with strong ability to prioritise tasks effectively
- Initiative and flexible to new ideas and ways of working
- Able to stay calm and work efficiently under pressure
- Able to manage information of a confidential nature
- Experience of working in the healthcare sector is desirable