

ROLE PROFILE

Role Profile			
Job Title	Pensions Administrator		
Section	Payroll and Pensions	Department	Payroll Services
Reports to (Job Title)	Payroll and Pensions Manager		
Suitable for Job Share (Y/N)	N	If no, state reason	Requirement to provide a consistent service to customers owned by the post holder.
Location	Building 2, Derriford Business Park/ Remote – Hybrid	Shift Pattern	Office hours as per company terms and conditions

Job Purpose	To provide transactional and administrative pensions processes in the effective delivery of a customer focussed, efficient and compliant payroll operations service, meeting the expectations and needs of both internal and external customers reflecting current best practice and compliance needs.
Key Competencies and Outputs	<p>Delivers pensions transactional and administrative functions using IT solutions to ensure pension scheme contributions and service history are correctly recorded for employees of Delt and our customers to achieve a high accuracy level within service level agreements, statutory guidelines, company terms and conditions and pension scheme rules.</p> <p>Undertakes pension transactional administration duties ensuring correct application, accuracy and timescales are met for internal and external customers including new starter and leaver administration, variations to pay, absences and pension deductions from pay.</p> <p>Assists with validation/reconciliation processes and end of day/week/month/year and start of year routines.</p> <p>Deals with the adjustments to pay relating to under or overpayments liaising with individuals, managers and colleagues to ensure appropriate corrective action is taken.</p> <p>Manages with professionalism escalated pension queries, requests for information and issues from team members, employees, managers, customers or third-party organisations.</p> <p>Works independently on allocated workload, prioritising to meet deadlines and adhere to statutory pension and payroll related guidance and company policies and procedures appropriate to the customer's requirements.</p> <p>Contributes pro-active ideas for the ongoing development of HR and Payroll Management System configuration considering common problems and working with stakeholders to provide solutions, in transactional and other processes, as required.</p>

	<p>Adds value to customers by spotting issues ahead of time and helping customers to address them.</p> <p>Supports colleagues with other specialisms within the team to ensure a smooth and seamless delivery of service.</p> <p>Maintains the professional standards of customer focused service delivery under direction of the Team Leader, which include maintaining confidentiality of information and ensuring compliance with regulations relating to the access, security and processing of personal data.</p> <p>Works to agreed Service Level Agreements and meet or exceed Key Performance Indicators.</p> <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed.</p>
<p>Experience, Knowledge, Skills and Qualifications</p>	<p>Desirable to hold qualification in Pensions Administration or equivalent level demonstrating competence relevant field e.g., CIPP Certificate in Pensions Administration or Payroll Technician Certificate or compensatory relevant experience.</p> <p>Track record of continuing professional development to ensure personal knowledge and skills alongside that supporting customer compliance.</p> <p>Knowledge of utilising technology enabled HR and Payroll/Pensions systems and processes.</p> <p>Competent ICT skills with a knowledge of utilising IT enabled HR and Payroll systems and processes.</p> <p>Good planning, co-ordination and organisational skills to manage own work programme effectively against deadlines.</p> <p>Good numeracy skills with the ability to undertake manual calculations. Strong communication skills and the ability to inspire confidence in customers from the advice given and commitment to task.</p> <p>Ability to manage and organise workload and be comfortable in a team or working alone.</p> <p>The post holder must be responsible and responsive.</p> <p>The flexibility and willingness to work outside of core hours where necessary to deliver against the requirements of the role.</p>
<p>Corporate Standards</p>	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, customer confidentiality and appropriate information governance.</p> <p>All employees must always act in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties regarding the Delt equalities policy and relevant legislation.</p>

	In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).
--	---