In-house Pensions Administrator

Human Resources

Closing date: 28 July 2019
Interview date: 16 August 2019
Vacancy reference: 7787
INTRODUCTION

We are looking to recruit an experienced Pensions Administrator who enjoys delivering excellent customer service within a fast paced environment to join the University's Pensions Team. The role is part of a small in-house administration team and will primarily focus on delivering high-quality member services for the University of York Pension Fund. The University of York Pension Fund is a defined benefit final salary scheme which is open to new members.

You will have experience of administering defined benefit schemes, gained either in-house or within a third party environment and will have up to date knowledge of the legislation and regulations governing pension scheme administration and practice. The role requires excellent numerical, communication, and time management skills.
Main purpose of the role

To carry out a range of administrative processes in order to facilitate the smooth running of the University of York Pension Fund.

To calculate, in line with the rules of the scheme and internal procedures, benefit entitlements relating to the University of York Pension Fund, such as pension forecasts, transfer values, refunds and annual allowance usage.

To process the payment of retirement and dependant’s benefits, lump sums, refunds and transfer values.

To maintain member records and monitoring systems.

To provide guidance and information to members, HR Partners and line managers of members across a range of pension issues.

To maintain an up-to-date knowledge of pension scheme rules and wider pensions legislation, and act in line with these.

To prioritise own workload and work to internal and statutory timescales for the provision of information.

To identify opportunities for system and procedural developments and assist in their development and implementation.

To work on ad-hoc projects.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

Apply a good working knowledge of departmental/service administrative systems to answer queries and resolve problems from colleagues and external customers.

Contribute to the development of office administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness.

Analyse, manipulate and interpret information/data in order to compile detailed summary reports and communications.

Provide effective and efficient administrative support to relevant colleagues, including the co-ordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel/events.

Produce departmental/service-related documentation using different media, e.g., newsletters, promotional literature, induction and welcome packs, lecture materials, conference presentations, etc.

Assist in organising aspects of key events e.g. meetings, workshops, training events and conferences.

Prepare departmental/service communications and assist in the timely dissemination of information to the appropriate people.

Process invoices and orders, making effective use of departmental/university financial administrative process as required.

Contribute to the training and induction of colleagues or new staff.

Any other duties that fall within the scope of the job, as allocated by the line manager following discussion with the post holder.
## PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>A general education to include 5 GCSE passes at Grade C or above (including Maths and English), or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<td>APMI, QPA, IPP qualified (or similar)</td>
<td>Desirable</td>
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<tr>
<th>Knowledge</th>
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<td>Technical knowledge of pension scheme legislation and regulations</td>
<td>Essential</td>
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<td>Knowledge of specialist pensions administration systems</td>
<td>Essential</td>
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<th>Skills, abilities and competencies</th>
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<td>IT skills, with the ability to use Microsoft Office, particularly Word, Excel, Access, PowerPoint, and the ability to create &amp; maintain web pages and online media</td>
<td>Essential</td>
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<td>Ability to communicate effectively with a wide range of people, orally and in writing</td>
<td>Essential</td>
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<td>Numeracy &amp; literacy skills</td>
<td>Essential</td>
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<td>Ability to effectively organise and prioritise own work and follow procedures in order to produce work to a high standard, to required deadlines</td>
<td>Essential</td>
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<td>Ability to prepare agendas and take &amp; transcribe minutes</td>
<td>Desirable</td>
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<td>Ability to monitor income and expenditure against a budget, and maintain accurate records</td>
<td>Essential</td>
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<td>Ability to effectively allocate work and check the work of an administrative colleague, ensuring required service standards and deadlines are met</td>
<td>Essential</td>
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<td>Experience of working in an administrative role in a busy office within a large complex organisation</td>
<td>Essential</td>
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<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
<td>Essential</td>
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<td>Experience of organising events &amp; meetings</td>
<td>Desirable</td>
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<td>Experience of providing an excellent standard of customer service</td>
<td>Essential</td>
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<th>Personal attributes</th>
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<tr>
<td>Able to work as a member of a team</td>
<td>Essential</td>
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<td>Able to work flexibly, under pressure and to tight deadlines</td>
<td>Essential</td>
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<td>Conscientious, with high standards of integrity</td>
<td>Essential</td>
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<td>Attention to detail</td>
<td>Essential</td>
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<tr>
<td>Ability to empathise with individuals in difficult circumstances and deal sympathetically and appropriately</td>
<td>Essential</td>
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THE DEPARTMENT

The University of York is a member of the elite Russell Group of Universities. It is a dynamic, research-intensive university committed to the development of life-saving discoveries and new technologies to tackle some of the most pressing global challenges. The University employs over 4,000 staff across 30 Academic Departments and 10 Support Departments and has 17,500 students studying a wide range of Undergraduate and Postgraduate programmes.

The Human Resources (HR) Department aims to help staff and managers meet their objectives and enjoy their careers at the University by developing and adopting a range of strategies, expert advice, information and operational and specialist services: - www.york.ac.uk/admin/hr/.

The Pensions Team is part of the HR Department at the University and is a small friendly team, currently comprising three members of staff. The team assists in the local administration of three national schemes (USS, NHS Pension Scheme and The People’s Pension) and also administers in-house all aspects of the University of York Pension Fund, a trust-based final salary scheme which is open to new members.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding multiple awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7787
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 28 July 2019

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to Gillian Hamilton, Pensions Manager (01904 32 4845, gillian.hamilton@york.ac.uk).

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835