



## 1 Advertisement

**Post Title: Pension Administrator** (Part-time fixed-term)

**School/department:** Pensions/Human Resources Division

**Hours:** Part-time hours considered up to a maximum of 40% FTE / 15 hours

Requests for flexible working options will be considered (subject to business need, Monday to Friday between 9am and 5pm).

**Contract:** fixed term until January 2024 maternity cover

**Reference:** 9614

**Salary:** starting at £23,144 to £26,396 per annum, pro rata.

**Placed on:** 23 September 2022

**Closing date:** 14 October 2022. Applications must be received by midnight of this date.

**Expected Interview date:** To be confirmed

**Expected start date:** December 2022

We are seeking a skilled administrator with pensions experience to work in the Pensions Team to assist in the day-to-day operation and delivery of the University's pensions scheme administration services.

### Applicants need to:

- Be proactive and customer-focused
- Have experience of administrative work gained within a busy and complex environment.
- Be able to prioritise and organise their own workload
- Use their initiative to solve or refer problems.
- Have the necessary oral and written skills to respond to enquiries, including procedural and pensions technical questions from pension scheme members and other staff
- Be proficient computer users with excellent attention to detail.

### Duties include:

- The provision of a high-level customer service to the University; its pension scheme members and its staff
- Responding to emails and telephone calls
- Processing monthly automatic pension enrolment
- Preparation of monthly submission files for pension scheme contributions

Please note a Disclosure and Barring Service (DBS) check is required for this post.

For full details and how to apply see our [vacancies page](#)

Please contact Cyndy Gould on [cyndy.gould@sussex.ac.uk](mailto:cyndy.gould@sussex.ac.uk) for informal enquiries.

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

**Please note: The University requires that work undertaken for the University is performed from the UK.**

## **2. The School / Division**

Please find further information regarding the division at [Human Resources : University of Sussex](#)

## **3. Job Description**

### **Job Description for the post of: Pension Administrator**

**Department:** Human Resources

**Section:** Pensions

**Location:** Sussex House

**Grade:** 4

**Responsible to:** Pensions Team Leader

### **Purpose of the Post**

- To be a proactive member of the pensions team providing a high-level service to the University; its pension scheme members.
- To carry out routine processes in the monthly pensions/payroll contribution reconciliation tasks.
- To carry out the monthly automatic enrolment processes.
- To carry out efficient administration of the USS; the USPSS; USPAS and the NHS.
- To provide support to the Pensions Team Leader as and when required.

### **Principal Accountabilities / Main Tasks**

1. Pensions administration for the USS.
2. Pensions administration for the USPSS.
3. Pensions administration for USPAS.
4. Pensions administration for NHS.
5. Carry out the monthly automatic enrolment process.
6. Assist in the monthly pensions' payroll tasks.

### **Specific Duties**

#### **1. Monthly pensions payroll tasks**

1.1 Prepare monthly submission files for all pension schemes to include accuracy of new joiner data; leavers/opt out data; personal data changes and contribution information.

1.2 Prepare the payments to the pension schemes to include reconciliation of the data to the payroll and the University general ledger.

#### **2. Monthly automatic enrolment (AE) process**

2.1 Ensure the time critical issue of letters to staff who have either been automatically enrolled into a pension scheme or who have been identified as having a right to opt in.

2.2 Maintain the stock of member literature used in AE and assist the Pensions Team Leader in ensuring that the literature remains technically correct.

2.3 Respond to member queries including opt out requests after completion of the monthly AE processes.

2.4 Support the Pensions Team Leader and Payroll Manager in the automatic re-enrolment of staff.

### **3. Pensions administration for the USS**

3.1 Respond to member email, telephone and face to face enquiries in order to provide the correct information to members.

3.2 Process member retirement quotation requests through USS online member records; check the accuracy of the quotations and liaise with the member and USS to the completion of the retirement process.

### **4. Pensions Administration for the USPSS**

4.1 Respond to member email, telephone and face to face enquiries in order to provide the correct information to members.

4.2 Provision of accurate member data to the USPSS risk consultant for the life assurance and income protection policy annual renewals and bi-annual rate reviews.

4.3 Liaise with the risk consultant and members in the completion of underwriting processes to ensure that members are accepted and covered for the appropriate levels of cover under the risk policies.

4.4 Arrange timely settlement of all fee invoices relating to the risk policies and Scheme consultancy fees to meet the agreed terms of payment.

4.5 Monitor the actively at work status of members as they reach age 65 to ensure continuation of cover under the life assurance and income protection policies.

4.6 Preparation of the annual renewal application for the Pensions Quality Mark so that accreditation remains in place.

4.7 Assist the Pensions Team Leader in ensuring the accuracy of the Scheme Member Guide.

### **5. Pensions administration for USPAS**

5.1 Respond in a timely manner to member email, telephone and face to face enquiries in order to provide the correct information to active members.

5.2 Co-ordinate responses to deferred member: pensioner member and third-party enquiries via the pension scheme administrator.

5.3 Provision of active member retirement illustrations; provision of documentation and information to members through to completion of the retirement process.

5.4 Distribution of the annual member benefit statements.

5.5 To maintain effective up to date filing systems of all Scheme related correspondence; administration reports; accounts; fee invoices and all other Scheme documentation to support the efficient running of the Scheme.

5.6 To assist in the preparation of the Trustee Report & Accounts.

5.7 Check, arrange the authorisation and settlement of all fee invoices relating to the Scheme with reference to the relevant fee agreements.

## 6. Pensions Administration for the NHS

6.1 To complete all joiner information forms for new starters at the University to satisfy NHS Pensions agency requirements and to ensure that a permission to contribute form is received from NHS Pensions for all new starters as a result of providing the joiner information.

6.2 To notify the NHS of all leavers from the scheme by completing the appropriate leaver form and submitting it to NHS Pensions.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

## 7. Person Specification

- SKILLS / ABILITIES

	Essential	Desirable
1 Ability to manage own time, organise own workload and work unsupervised	X	
2 Ability to apply strong attention to detail, both orally and in writing	X	
3 Ability to convey technical information, both orally and in writing to all levels of staff	X	
4 Ability to analyse and interpret documentation and professional advice leading to appropriate actions	X	
5 Ability to satisfactorily resolve problems using own initiative within defined boundaries	X	
6 Ability to adhere to strict statutory deadlines	X	
7 Ability to assess level of information required relative to the circumstances of an enquiry	X	
8 Ability to take accurate meeting minutes		X

- KNOWLEDGE

	Essential	Desirable
1 Experienced Word and Excel user	X	

2 Experience in analysing data	X	
3 Knowledge of the Data Protection Act	X	
4 Pensions legislation		X
5 Pensions & payroll administration processes	X	
6 Characteristics of defined benefit and defined contribution arrangements		X

- EXPERIENCE

	Essential	Desirable
1 Experience in operating effectively in a busy service environment	X	
2 Experience in acting as a point of reference to staff with diverse needs	X	
3 Experience in extracting technical information from online resources	X	
4 Experience in a customer service and customer support role	X	
5 Experience of working in a complex organisation		X
6 Experience in meeting and event organisation		X

- QUALIFICATIONS

	Essential	Desirable
1 GCSE (or equivalent) English and Maths A*-C	X	
2 Educated to A level standard or equivalent		X

- PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
1 Professional and credible with excellent communication skills	X	
2 Desire to provide excellent customer service	X	
3 Self motivated	X	
4 Able to respect matters of confidentiality	X	
5 Strictly attentive to detail	X	
6 Recognition of the importance of personal organisation	X	
7 Desire to promote best practice in pensions administration	X	
8 DBS is required	X	