

**Isle of Man Government
Public Sector Pensions Authority**

Job Description

Job Title:	Pensions Administrator
Grade:	Administrative Officer (Analogous)
Department:	Public Sector Pensions Authority (PSPA)
Responsible to:	Pensions Executive

Role Purpose:

This is a key role responsible for supporting the Public Sector Pensions Authority (PSPA) in the efficient and effective administration of public sector pensions across Government.

The post holder will deal with the processing of manual and automated calculation of various pension benefit awards, refunds, transfers and estimates in accordance with the relevant Pension schemes and Service Level Agreements. They may also deal with the establishment of new membership records and the maintenance of accurate data in respect of members' records.

Main Duties and Key Accountabilities:

The role holder will contribute to the administration of the various pension schemes managed and administered by the PSPA. A summary of the job holder's key day-to-day accountabilities is as follows:

- The preparation of casework to deal with the administration of requests from individuals participating in pension schemes, for example, provision of estimates of pension benefits, calculation and payment of pension benefits and ill health awards, refunds of contributions, transfers in/out, processing new starters, etc;
- The provision of customer service and advice through written communication, telephone conversations and face to face;
- Using the PSPA's Compendia pensions administration system and other databases in accordance with instructions and training given to ensure administration is completed in an effective and accurate manner;
- The provision of statistical information to management when required;

The role holder will undertake any other duties appropriate to the job and grade as directed by the Pensions Executive and other Senior PSPA staff.

Integrity

All staff of the Public Sector Pensions Authority are expected to recognise that the everyday business of the Public Sector Pensions Authority requires the highest level of personal integrity. Each staff member has a personal responsibility to maintain the confidentiality of all Public Sector Pensions Authority business and to uphold such confidences both in administering the business of the office and outside of the office.

Performance Management and Improvement

All Public Sector Pensions Authority employees have a personal responsibility for their own performance management. The job holder will be expected to contribute to their annual performance development review and interim performance reviews.

Health & Safety

The job holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager within the PSPA.

Reporting Framework

The job holder reports to the Public Sector Pensions Authority.

The line manager for the job holder role, will ensure that, in line with the timescale set out in the Public Sector Pensions Authority Performance Monitoring scheme:

- An annual appraisal and annual Forward Job Plan is agreed with the job holder;
- A review and assessment of the job holder's performance is made; and
- Performance and Development meetings are conducted.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. The job description will be reviewed as necessary to reflect future requirements.

Management Authority

This post has no management authority.

**Isle of Man Civil Service
Person Specification**

Post: Pensions Administrator

Department: Public Sector Pensions Authority

Job Summary: As part of Public Sector Pensions Authority, the post holder is responsible for the efficient and accurate administration of public sector pensions. Duties will include the calculation of pension benefits in accordance with the statutory pension schemes, the reconciliation and maintenance of accurate scheme member records and dealing directly with scheme members.

Attributes	Essential or Desirable	Method of Assessment
Qualifications		
5 GCSE's at Grade C or above including English Language or equivalent	D	CV
Experience		
Have experience of working within an administration based office environment	D	CV / Interview
Have experience of working in a customer service related role	E	CV / Interview
Have experience of working within a pensions/finance environment	D	CV / Interview
Knowledge & Skills		
Strong numeric skills	E	CV / Interview
Able to work in a high volume environment	E	
Able to work to a high degree of accuracy and be able to reassess priorities to ensure deadlines are met	E	CV / Interview
Good organisational skills	E	CV / Interview / **
A concern for quality standards and attention to detail	E	
Competent in the use of Microsoft Word, Excel and Outlook	E	CV / Interview / **
Ability to understand and follow guidelines and procedures	E	CV / Interview / **
Disposition		
Self motivated to achieve results	E	Interview
Mature and confident in approach	E	Interview
Flexible and adaptable	E	Interview
Reliable	E	Interview
Confident working independently and organising own work loads	E	CV / Interview

Ability to foster good working relationships with colleagues and be a team player	E	Interview
Keen to learn and develop	E	Interview
Ability to work under pressure and adapt to changing demands and circumstances	E	Interview
Logical/Analytical approach to work	E	Interview
Circumstances/Interests		
IOM worker	D	CV
Willing to undertake further study/training	D	Interview

** Assessment Test