Job Description

Job Title	Pensions Analyst
Department	HR
Grade	FA4

Job purpose (a brief summary of the role)	To administer and provide relevant analysis in relation to the University pension schemes, delivering complex pension information to members and University management in accordance with scheme rules and regulations, ensuring that payments of contributions for employees and employers are processed in a timely manner and in line with statutory, Pension Regulator and University requirements.
Duties and responsibilities	Administration of the 5 University pension schemes and the provision of a pension service for University clients, both internal and external. This includes ensuring the prompt and accurate deduction of pension contributions and providing up-to-date, complex pension information to internal and external customers (e.g. members, new employees, HR colleagues, University management, Scheme Trustees and external partners) while complying with Government legislation, University policy & best practice. The reconciliation, submission and payment of pension contributions on a monthly basis, to meet University, Scheme and Statutory deadlines. First point of contact for pension queries, with a remit to provide guidance and explanations of complex pension information and to document proceedings. The post holder is required to communicate and hold meetings with staff at all levels across the University, as well as with external organisations, in order to resolve employee, departmental and management pension queries, which will include complex issues relating to pension taxation such as life time allowance and annual allowance queries. The post holder will also need to respond to queries relating to pension illustrations and contributions history, and to maintain and update the Pensions Work Log monitoring system in line with the stringent requirements of Data Protection/GDPR legislation. Manage day-to-day administration of pension starters, changes, leavers, retirements, additional voluntary contributions, absences (sickness, maternity, adoption, career break), and deduction of pension contribution payments including adjustments for over and underpayments, as required. The post holder will need to liaise closely with University Payroll, HR Administration and the Reward and Benefits team, as appropriate, to resolve queries and issues arising. The post holder is also responsible for ensuring all relevant pensions related forms have been completed correctly. Understanding, analysing and applying government pension legislation including that relating to pension taxation charges, lifetime allowances, annual allowances, auto-enrolment, small pension lump sums, and uncrystallised funds pension lump sums. Amend, verify and submit (via electronic upload, secure email or post) the approximate 1500 pension transactions processed each month. Review and validate pension records for accuracy and consistency, utilising data cleanse reports to verify the integrity of data and undertake any necessary corrections. Carry out manual calculations and/or recalculations for incorrect and retrospective pension payments related to correction of errors or data cleanse activity.

	General administrative duties including the production and distribution of auto-enrolment letters, member certificates, personal pension statements and various member claim forms, as well as any other administration as delegated by the Pensions Administration Manager or Head of Pensions Strategy/Secretary to UPS.

Person Specification The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.		
Essential Criterion No.	Essential Criterion Description	Measured by
E1	GCSE Grade C or above, or equivalent in Maths and English (or equivalent) A' Levels (or equivalent).	A & C
E2	Experience of providing excellent customer service and experience of working in a busy, high volume, confidential and complex pension office environment.	A & C
E3	Computer literate with excellent working knowledge of Excel, Word and Outlook.	A & C
E4	Timely and accurate data entry skills.	A & C
E5	The ability to work effectively as part of a team.	A & C
E6	Excellent analytical skills and the ability to interpret complex information and to determine and explain required actions.	A & C
E7	Excellent written and verbal communication skills.	A & C
E8	The ability to use own initiative and to plan/prioritise own work.	A & C
E9	A comprehensive understanding of Pensions legislation and Pensions Regulator requirements.	A & C
E10	A good working knowledge of the application of all aspects of University pension schemes' rules and regulations.	A & C
E11	An understanding of salary sacrifice schemes and their implications regarding individual pension schemes.	A & C

Desirable Criterion No.	Desirable Criterion Description	Measured by
D1	PMI Level 4 Diploma in Pensions Administration qualification from the Pensions Management Institute (or equivalent).	A & C
D2	Relevant experience of an in-house or third-party pensions environment.	A & C
D3	Experience of being a pension trustee or providing supporting secretarial services to the trustee.	A & C
D4	Experience of SAP Payroll system or equivalent.	A & C