

Job Family:	Apprenticeship	Grade:	Apprentice
Job Title:	Pensions Administration Apprentice	Directorate:	Resources
Date:	9 June 2020	Version:	1.2
Role Profile - Details Specific to Grade			
<p>As an Apprentice, the post holder will contribute to the delivery of the directorate service plan by providing a co-ordinated, consistent and high quality service within the directorate.</p> <p>The post holder will be required to work flexibly across all service areas, responding to the different demands of the council.</p> <p>The post holder will carry out a range of tasks and use a variety of equipment and technology and receive and respond to enquiries from customers, escalating to managers where necessary.</p>			
Brief Description of the Role and Department			
Begin to provide day-to-day Local Government Pension Scheme administrative duties for the shared pensions administration service for Sutton and Kingston.			
Representative Accountabilities			
<ul style="list-style-type: none"> ● Operate simple equipment specific to the job (e.g. basic hand tools/IT equipment) in order to carry out required tasks. ● Use IT to log basic information (amending simple databases and files) to ensure that records are accurate and able to support service delivery. ● Receive information from customers and pass queries to an appropriate person for resolution. ● Communicate politely with customers in order to give information or instructions. ● Prepare, edit, format and print documents using G Suite. 			
Budgetary Accountabilities			
<ul style="list-style-type: none"> ● None. 			
Specific Accountabilities			

- With training, to help and support the team by carrying out general administrative tasks as necessary, such as processing:
 - Joiners
 - Leavers
 - Member changes
 - Interfunds
 - Refunds
 - AVC joiners
 - Deferments.
- To carry out ad hoc research, correctly process data and/or prepare reports using various ICT packages by ensuring a high level of attention to detail and accuracy
- To effectively communicate with a range of people including customers, colleagues and other staff in partner organisations
- To maintain record-keeping and filing systems, both manually and electronically
- To develop knowledge of the services provided by the council and available to service users.

Person Specification (Knowledge, Skills, Experience and Behaviours Required)

- The skills to work with numbers and a keen eye for detail.
- A desire for innovation and continuous improvement
- An ability to prioritise workload and work to deadlines.
- A commitment to studying towards and achieving a full apprenticeship qualification.
- Good IT and customer service skills.
- Able to demonstrate good punctuality and complete tasks within agreed timescales.
- Ensure all health and safety standards are adhered to for the relevant work area.
- Apply diversity and equal opportunities policies in the workplace.