



Creative Support Ltd, Head Office

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Senior Pensions Administrator

Reference: 80502

Payroll Department, Head Office, Stockport Town Centre

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing Date: 30 July 2024

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

Recruitment Department

All candidates are subjected to enhanced DBS checks.



Responsible to: Payroll Manager

Hours: 37.5 hours per week Monday – Friday, 9am till 5pm with some flexibility required
Fixed term contract for maternity cover

The Role:

The main purpose of this role is to lead on the operation of the company’s pension schemes and to co-ordinate employee and employer payments. You will be responsible for the administration of all pension payments and reporting requirements for LGPS and NHS pension schemes. You will also support with Expenses administration and oversee the administration of the company’s death in service insurance and other employee benefits.

Main Duties

1. To lead on the administration of the company personal pension scheme, which will include setting up new employees in line with auto enrolment deductions. To ensure compliance with the most recent Auto-Enrolment Legislation and liaise with the scheme actuary and Trustees in relation to the tri-annual actuarial valuation.
2. Monitor changes in employee job roles, hours and salary to satisfy conditions for Auto Enrolment.
3. To act as the main point of contact for all Pension Schemes. This includes LGPS and NHS schemes.
4. To manage the administration of all Pension Schemes transferring in or out under TUPE regulations and liaising with HR director and payroll manager to ensure pensions are set up for all new employees, including staff TUPE’d from other employers.
5. To liaise with new employers regarding any individuals due to TUPE in to Creative Support and to ensure that the appropriate administration work is completed.
6. Maintain Public Sector Contracts and ensure Legislative changes are followed. Ensure Payments and reporting schedules are strictly adhered to.
7. To manage the general pension administration for all services in conjunction with external project administrators, advisors, actuaries and solicitors, providing ad-hoc data as required.
8. To be responsible for managing of the Creative Support Life Assurance Scheme, providing data for the trustees where necessary. To liaise with beneficiaries of the scheme in a professional, sensitive manner.
9. To provide Employee Benefits data for the annual Life Assurance renewal process for all relevant policies via the insurance brokers.
10. Acting as liaison for employee claims within the benefits system and managing such claims to completion.
11. Working within a team and assisting other team members. To work closely with members of the payroll team and payroll manager to manage all pension-related enquiries including complaints, queries and retirement applications where applicable.
12. To use the iTrent payroll system to monitor ongoing cases and for payment of benefits.

13. Maintain the Scheme database information to ensure it is accurate and up to date.
14. Dealing confidently and positively with pension and tax related queries from pension scheme managers and other contacts.
15. Checking and authorising other team member's work and giving development support and mentoring to less experienced colleagues.
16. Work with technical colleagues on changes to legislation, regulation or systems affecting the scheme.
17. Provide 'on the job' training to administration staff as required in order to ensure a sufficient pool of trained resource.
18. Actively engage with employees nearing retirement to provide guidance and support leading up to retirement.

General Duties:

1. To complete and submit an accurately completed timesheet on a weekly basis.
2. To carry out all work in a manner consistent with the aims of the project and service principles of Creative Support.
3. To comply with and implement the Equal Opportunities Policy of Creative Support.
4. To maintain confidentiality at all times, in accordance with the agreed policy.
5. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
6. To prepare management reports on a monthly basis and to attend regular management meetings.
7. Any other duties as required.

PERSON SPECIFICATION – SENIOR PENSIONS ADMINISTRATOR
Payroll Department, Head Office, Stockport Town Centre



	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Two years plus experience of direct administration of pension schemes. Must have a proven, substantial experience of carrying out pension calculations and submission of tax year end pension and HMRC returns.	Application & Interview	Essential
2	A working knowledge the Auto-Enrolment system and legislation	Application & Interview	Essential
3	Knowledge and/or experience of working within a Public Sector	Application & Interview	Desirable
4	Awareness of internal checks and controls that are necessary to ensure compliance with pensions legislations.	Application & Interview	Essential
5	Basic knowledge of TUPE regulations	Application & Interview	Desirable
6	Up to date working knowledge of pension's legislation and impact on pension calculations and practices.	Interview	Essential
7	Excellent customer service focus with excellent communication including over the telephone, via email and positive communication with members of the payroll department.	Application & Interview	Essential
8	Proven ability to handle multiple tasks at once, to prioritise and manage conflicting demands effectively and remain calm.	Application & Interview	Essential
9	Experience of using pension scheme administration systems, testing calculations and output.	Application & Interview	Essential
10	Working Knowledge of NHS and LGPS pension schemes.	Application & Interview	Essential
11	Achieving consistently high standards of productivity, accuracy and presentation of work.	Application & Interview	Essential
12	Able to develop & write procedures for employees relating to benefits and the communication of pension benefit changes.	Application & Interview	Essential
13	Systems knowledge: Excellent Microsoft Office Skills (Word, Excel and Outlook).	Application & Interview	Essential
14	Ability work in a team effectively.	Application & Interview	Essential
15	The ability to work to deadlines under pressure.	Application & Interview	Essential
16	A common sense approach to problem solving.	Application & Interview	Essential
17	A commitment to customer care.	Application & Interview	Essential
18	Willingness to work flexible hours which may include some evening and weekend work as agreed with line manager.	Application & Interview	Essential

Salary:	Up to £30,000 per annum	
	Point One:	£27,000 per annum
	Point Two:	£28,500 per annum
	Point Three:	£30,000 per annum
Please Note: <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications</i>		

Hours of Work:

37.5 hours per week Monday to Friday. Normal hours of work will be agreed with your manager to be worked between 8am and 5pm and to be worked flexibly dependent upon the requirements of the organisation and the department. **Fixed term contract for maternity cover**

Probationary Period:

The first four months of employment constitute the Probationary Period. Successful completion will confirm employment.

Holidays:

25 days plus 8 statutory days pro rata.

Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:

- Creative Support do not pay for the first three days of **any** sickness absence
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary.

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Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

Employee's can also contact our centralised Employee Relations Advisor to receive confidential aid and advice on any matters of concern.

Employee Counselling Service:

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

Hospital Saturday Fund:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Membership is entirely voluntary.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.