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# Example of Pensions Administrator Job Description

Our growing company is looking to fill the role of pensions administrator. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for pensions administrator

* Create and maintain consistent and accurate scheme records using the appropriate systems and keep knowledge up to date
* Update the systems with all changes
* Work to achieve the goals of the team, personal targets and meet Service Level Agreements
* Process complaints in a positive manner, taking ownership of problems
* Support a team in operational service delivery in accordance with legislation, policy conditions, business rules and procedures and within the legislative / regulatory framework
* To work towards overall goals of the team in completing administration tasks and achieving excellent customer service in line with procedural and Service Level requirements
* To support and assist the management team where required in all aspects of service delivery and business support for example, ad hoc projects, auditing
* To create and maintain consistent and accurate scheme records and events
* To work within set key performance Indicators and quality standards and to make every effort to achieve these
* Resolve general Defined Benefit and Defined Contribution pension queries, plan specific queries and technical queries

## Qualifications for pensions administrator

* Working independently using own initiative part of a small team
* Work with administration teams and consultants to follow up on queries not resolved in the first instance
* An ability to adapt a communication style based on the member’s needs
* An ability to work in a dynamic environment
* Be flexible and be committed to the success of the team
* Work towards the overall goals of the team in completing administration tasks and achieving excellent customer service in line with procedural and Service Level requirements