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# Example of Pensions Administrator Job Description

Our innovative and growing company is searching for experienced candidates for the position of pensions administrator. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for pensions administrator

* To complete all tasks using best practice
* To respond to all correspondence (both telephone/ written and e mail) in a substantive manner within the agreed time limits
* To build and maintain a personal development file
* Process complaints at the earliest opportunity to your line manager and/or the Operational Risk & Compliance Department
* Adhere to the ISO and Investors in People Standards, Quality Management System and comply with pensions and FSA regulations and initiatives, for example Treating Customers Fairly (TCF
* Create and maintain consistent and accurate scheme records using the appropriate systems
* To work towards overall goals of the team in completing pensions administration tasks and achieving excellent customer service in line with procedural and Service Level requirements
* Create and maintain consistent and accurate pension scheme records and events
* Work within set key performance indicators and quality standards and to make every effort to achieve these
* Tracking retirement responses and chasing when no response received

## Qualifications for pensions administrator

* Experience of working in an office environment / customer facing role
* Experience working on in an office environment
* Numerate and literate, with attention to detail
* Knowledge of NHS Pensions
* Knowledge of ESR
* GCSE educated including