JOB DESCRIPTION AND PERSON SPECIFICATION
– PENSION ADMINISTRATION APPRENTICE – LEVEL 3

Title of post: PENSIONS ADMINISTRATION APPRENTICE – LEVEL 3

Greater Manchester Pension Fund (GMPF)

Grade: Grade

Responsible to: TBC

Purpose of Post: To prepare for a career in Pension Administration by learning how to maintain member records, calculate benefits, and provide customer service.

Main Duties and Tasks

Member Support and Administration

- Update member records accurately by entering data into the administration system.
- Prepare simple letters and pension benefit statements.
- Receive and send correspondence, including letters, emails, and internal communications, and promptly pass information to the correct colleagues.
- Perform general office tasks, such as scanning and photocopying.

Calculating Benefits and Ensuring Data Quality

- Learn how to calculate pension benefits for members, including retirements, death benefits, and transfers in and out of the scheme.
- As part of data quality tasks, confirm that service history, contribution details, and personal information are accurate and up to date.

Customer Service

- As a trainee, be a contact for scheme members by greeting visitors, answering phone calls, responding to emails, and resolving basic pension-related queries under supervision.

Financial and Technical Compliance

- Learn about the rules of the Local Government Pension Scheme.
- Ensure that your work meets the required standards for accuracy, upholds confidentiality, complies with legislation, and follows internal procedures.

- Confidently use IT systems once trained, including Microsoft Outlook, Word, Excel, document management systems, and the pension administration software.

Support your team and other colleagues

- Help your team reach its goals and work with your colleagues to deliver an efficient and customer focused service.
- Support your colleagues with their project work.
- Be ready to take on any other tasks that help your team and support the smooth running of the Local Government Pension Scheme.

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PERSON SPECIFICATION REQUIREMENTS	Essential (E) or Desirable (D)	How it will be assessed
1. Education Standard / Qualifications		
GCSE Maths and English at Grade C / 4 or above.	D	Application form, Test
2. Knowledge and experience		
Customer service experience, either in person, by phone, or online.	D	Application form, Interview
Effective written and verbal communication skills.	E	Application form, Interview, Test
Experience using Microsoft Office applications such as Word, Excel, Outlook, and/or databases.	D	Application form, Interview
Strong literacy skills, able to produce clear written information.	E	Application form, Interview, Test
Basic numeracy, with the ability or willingness to work with pension figures and data.	D	Application form, Interview, Test
Experience dealing with telephone enquiries or working in a customer-facing environment.	D	Application form, Interview
3. Skill and ability to:		
Tact and diplomacy, with the ability to handle sensitive information appropriately.	E	Interview
Ability to work effectively as part of a team and contribute positively to team goals.	E	Interview
Accuracy and strong attention to detail, particularly when handling data.	E	Test, Interview
Flexible and adaptable, willing to take on new tasks and learn new skills.	E	Interview

For Information:
Category
E = Essential requirement without which the candidate would be unable to carry out the duties of the post
D = Desirable features that would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have those qualifications, training, experience and so on