

JOB DESCRIPTION

Post Title: Pension Admin (Project)		Office Use	
Band: 4		JE ref: 4543	
Responsible to: Fire Pension Co-ordinator		Date: July 2025	Lead & Man Induction:
Job Purpose: Assist with the support to the payroll and pension team by undertaking a range of administrative tasks regarding Matthews			
Resources	Staff	A small number of staff as necessary	
Finance		Provide support in the provision of financial information to members regarding Matthews	
Physical		Careful use of PC and shared responsibility for other office equipment provided. Handling and processing information.	
Clients		Members affected by Matthews, telephone, letters, and potentially face to face meetings.	
Duties and key result areas: <ul style="list-style-type: none">1. Prepare and complete template letters and general correspondence: Accurately input relevant information into pre-designed templates to be sent to current and former employees.2. Monitor and manage a designated email inbox: Regularly check the assigned email box and respond promptly to incoming queries, ensuring timely and effective communication.3. Transfer data from a calculator to an Excel template: Extract numerical data from a calculator and accurately input it into a designated Excel template, ensuring precision and adherence to specified formats.4. Review employment and pension records: Examine employment and pension records to address any queries, ensuring accuracy and completeness in the documentation.5. Calculate members historic earning details: which could entail using assumptions on members earnings for historic periods.6. Update and maintain member database: Regularly input and update member details in the database, ensuring data accuracy and up-to-date records.7. Arrange and attend meetings: Schedule meetings as required, attend them, and take accurate, straightforward notes to document discussions and decisions.8. Attend meetings with external providers: Participate in meetings with external organisations, such as the Local Government Association, regarding matters relating to Matthews and fire pensions, where applicable.9. Handle routine member queries: Address member inquiries through various channels, including email, letter, phone call, or in person, ensuring prompt and effective resolution10. Print, scan, and file documentation: Manage the printing, scanning, and filing of documents into central areas, ensuring organised and accessible records.11. Provide documentation to pension administrators: Supply necessary documents to pension administrators upon request to facilitate the creation and maintenance of pension records.12. Ensure quality assurance on calculations: Perform sense checks and validations on all calculations to maintain accuracy and reliability.13. Liaise with internal department to raise invoices to recover historic contributions14. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post			
Work Arrangements			
Transport requirements:		Occasional infrequent travel may be required.	
Working patterns:		37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover.	

Northumberland County Council

PERSON SPECIFICATION

Post Title: Pension Admin (Project)	Director/Service/Sector:	
Essential	Desirable	Assess by
Qualifications and Knowledge		
A good general education demonstrating numeracy and literacy. NVQ Level 2 or equivalent in a business related discipline.	NVQ Level 3 or equivalent in a business related discipline. A knowledge and understanding of the directorate's services.	
Experience		
Considerable experience in a similar role covering a broad range of support tasks and procedures Experience in using office applications on a personal computer.	Experience of the directorate' services. Basic Knowledge of a public sector pension scheme.	
Skills and competencies		
Writes clearly, succinctly and correctly. Able to quickly and accurately manipulate numerical data using all arithmetic functions. A sound working knowledge of computerised systems. Ability to organise self and work without constant supervision. Skilled in using office applications, particularly Excel on a personal computer. Able to apply technology in new work-related situations. Able to follow instructions and procedures without constant supervision. Ability to form appropriate relationships quickly. Works in a systematic and orderly manner. Knowledge of a broad range of work related tasks and procedures together with the operation of associated tools and equipment.	Advanced skills in Microsoft Office.	
Physical, mental, emotional and environmental demands		
Usually works in a seated position. Some standing, walking, stretching or lifting. Regular periods of concentrated mental attention due to required detailed analysis with some pressure from deadlines, interruptions and conflicting demands. Contact with the public may result in some emotional demands. Minimal exposure to disagreeable, unpleasant or hazardous conditions.		
Motivation		
A commitment to providing a quality administrative support service. Reliable and keeps good time. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work. Appropriately follows instructions to achieve set objectives. Works collaboratively to achieve team spirit. Adapts to change by adopting a flexible and cooperative attitude.		
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others
e.g. case studies/visits