Institute for Apprenticeships & Technical Education

PENSIONS ADMINISTRATOR

Key information

Reference: ST0187
Version: 1.1
Level: 3
Typical duration to gateway: 18 months
Typical EPA period: 2 months
Maximum funding: £9000

Route: Legal, finance and accounting
Date updated: 22/08/2023
Approved for delivery: 27 August 2015
Lars code: 32
EQA provider: Ofqual

Details of the occupational standard

Occupation summary

The pensions administrator is found in organisations of all shapes and sizes that operate or oversee pension schemes or plans.

The broad purpose of the pensions administrator is to provide support when selecting and running pension schemes or plans.

Pensions administrators play a critical role in managing the day-to-day operation of pension schemes or plans. They are likely to be involved in a variety of tasks supporting more senior administrators.

A pensions administrator will be involved in producing quotations and setting up benefits for members or plan holders. These may include retirement, death and leaving service before retirement. They will also administer transfers into or out of the pension scheme or plan. As part of their administrative role the pensions administrator will also undertake financial tasks. These may include maintaining pension scheme cash books; reconciling bank statements and preparing cash-flow forecasts. They will ensure that customers receive accurate data on their pension position by collating data and drafting Administration Reports for clients . As part of providing an excellent customer service the pensions administrator maintains and updates member records. These could include salary data, changes of address or marital status. They respond to pension scheme or plan specific enquiries from members or plan holders, including fund valuation requests and data on investment options. They will clarify the benefits payable under the pension scheme or plan and interpret relevant pension scheme or plan data and benefits payable.

A pensions administrator will work with multi-grade teams and will typically work under supervision by a more senior administrator. They will be responsible for managing their own workloads but will not manage others.

Typical job titles include:

Finance worker | **Pensions administrator** | **Workplace pensions administrator**

Occupation duties

DUTY	KSBS
Duty 1 Provide customer service to pension scheme members or plan holders, in line with organisation standards and Service Level Agreements; treating each person fairly and providing a courteous, friendly, efficient, consistent and compliant service.	K1 K2 K3 K6 K7 K9 K10 K11 K13 K15 K16 S1 S2 S3 S9 B1 B2 B3 B4 B6
Duty 2 Communicate routine information to customers or pension scheme members or plan holders using various communication channels. Identify when a member requires an alternative or additional service and refer them through to the appropriate area.	K1 K2 K3 K6 K7 K9 K10 K11 K13 K15 K16 S1 S2 S3 B1
Duty 3 Resolve pension queries and requests using standard letters and reference to procedures and develop knowledge of customers' pension schemes or plans to support delivery.	K1 K2 K3 K6 K7 K9 K10 K11 K13 K15 S1 S2 S3 S6 B1 B2 B3 B6
Duty 4 Recognise and escalate potential problems or potential complaint cases in line with organisational procedures.	K1 K2 K3 K6 K7 K9 K10 K11 K13 K15 S1 S2 S3 S6 B1 B2 B3 B6
Duty 5 Calculate and process members' benefits based on their entitlements under the rules of the pension scheme or plan and applicable regulations.	K1 K2 K6 K7 K9 K10 K11 K13 S1 S2 S9 S10 B2
Duty 6 Ensure that all organisational procedures are followed when undertaking work for customers to ensure that processes are carried out effectively and efficiently	K1 K2 K4 K5 K6 K7 K8 K9 K10 K11 K13 S1 S2 S5 S9 S10 B1 B2 B6
Duty 7 Contribute to continuous improvement activity within organisation to identify any areas where the service to customers, or internal procedures could be improved	K2 K4 K5 K13 K14 K15 S2 S3 S4 S5 S6 B3 B4 B6 B8
Duty 8 Undertake, under supervision, elements of specialised technical and administrative pensions processes and procedures which require interpretation	K1 K2 K3 K6 K7 K8 K9 K10 S1 S2 S6 S9 S10

and judgement to achieve satisfactory and required outcomes.	B1 B3
Duty 9 Use digital systems to deliver accurate and efficient pensions administration activities safely and securely.	K3 K6 K7 K8 K9 K10 K11 K12 K13 S2 S3 S4 S7
Duty 10 Manage customer, member and pension scheme or plan data and information safely and securely.	K1 K2 K3 K5 K6 K7 K8 K9 K10 K11 K12 S1 S2 S7 S8 S9 B1
Duty 11 Monitor personal performance and workload to ensure compliance with team targets and support others within the organisation to ensure the Service Level Agreements (SLAs) are met. For example, ensure that cases are followed up on a timely basis and issues identified and resolved quickly especially where there is a risk that financial, or customer service standards may be breached.	K4 S1 S2 S4 S5 S6 S7 B2 B4 B5 B6 B7
Duty 12 Take responsibility for personal and professional development in line with organisational expectations.	K8 K10 K12 K14 K15 S4 S5 S6 S9 B2 B3 B6 B7 B8
Duty 13 Ensure communications are accurate, compliant with data legislation and secure, professional, and courteous and that complex technical issues are explained in clear, non-technical language.	K2 K3 K4 K5 K6 K7 K8 K9 K10 K11 K12 K13 K16 S1 S2 S3 S7 S8 B1 B5
Duty 14 Liaise with key stakeholders, for example Department of Work and Pensions, HMRC, The Pensions Regulator and the Information Commissioner.	K1 K2 K3 K5 K6 K7 K8 K9 K11 K12 K15 S1 S2 S3 S4 S7 B5 B6

KSBs

Knowledge

K1: Key principles of pension schemes or plans including the structure of pensions schemes or plans and the different roles involved in running a scheme or plan.

K2: An awareness of the Regulatory and Compliance landscape for pensions and the impact of this on the role of pensions administrator.

K3: The difference between providing information, guidance and advice in regard to pensions.

K4: Organisational business strategy, culture and how the role of the pensions administrator fits within this.

K5: Their organisation's place within the pensions industry.

K6: Principles of pensions processes and procedures used to administer pensions including quality and compliance standards applicable to the role.

K7: Principles of scheme or plan benefits including interpreting relevant pension scheme or plan information and benefits payable including interpretation of scheme or plan documentation, performance of pension calculations and checks for reasonableness.

K8: Awareness of the roles and responsibilities of Trustees including how Trustee boards are comprised and run.

K9: Complaints procedures and processes including identification of complaints and options for resolution.

K10: Principles of software packages to administer pensions and provide performance data.

K11: Approaches to keeping data secure.

K12: Principles of working safely and securely online including awareness of cyber-security and specific vulnerabilities to cyber-attack for financial sector organisations.

K13: Communication styles including the risks and benefits between different communication channels for example online collaborative tools, instant messaging, email and phone.

K14: Principles of continuous improvement within the organisation.

K15: Fundamentals of Responsible Investment (RI) and Environment, Social and Governance (ESG) matters, including climate change, their organisations approach to and polices for managing these issues.

K16: Fundamentals of equity, diversity and inclusion in the workplace for example wider services that are available to support customers with specific needs such as those who are non-English speaking, non-verbal or profoundly deaf.

Skills

S1: Deliver expected customer service establishing customer needs, in line with the service standards and the regulatory framework.

S2: Deliver pensions administrative tasks that meet required the quality standards as set out by the organisation.

S3: Tailor the use of interpersonal skills and communication channels to meet the needs of stakeholders.

S4: Work in a team and collaborate to support colleagues to achieve results such as meeting or exceeding service standards and organisational goals.

S5: Plan, manage and prioritise own workload effectively.

S6: Identify pension problems, identify the appropriate course of action and suggest or support solutions.

S7: Use digital systems to carry out pensions administrative tasks and generate key metrics such as performance information.

S8: Use digital systems and applications safely and securely, in accordance with data security policies.

S9: Calculate member benefits accurately and apply the terms of the relevant pension scheme or plan.

S10: Maintain robust and accurate schedules, records and systems of pension administrative activities.

Behaviours

B1: Professional - Acts in a professional manner with integrity and confidentiality.

B2: Accountability - Has accountability and ownership of their tasks and workload.

B3: Commitment and Enthusiasm - Demonstrates enthusiasm and dedication. Willing to suggest or share new ideas and opportunities for change. For example, volunteers for additional ad hoc tasks or projects.

B4: Adaptability - Works flexibly and adapts to circumstances, proactively responding to changes when necessary.

B5: Collaborative - Works collaboratively with stakeholders and colleagues across the organisation.

B6: Personal Effectiveness - Deals with challenges and meets targets. Takes responsibility, shows initiative and is organised.

B7: Personal Development - Seeks learning opportunities and continuous professional development.

B8: Efficient - Ensures resources are used sustainably. For example use of targeted electronic communications to reduce carbon footprint.

Qualifications

English and Maths

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Version log

Version	Change detail	Earliest start date	Latest start date	Latest end date
1.1	Standard, end-point assessment plan and funding band revised but stayed the same.	12/08/2023	Not set	Not set
1.0	Approved for delivery	27/08/2015	11/08/2023	Not set