



Role Profile

Modern Apprentice – Pensions Support Assistant

Reference No:	A4216		
Service:	Pensions		
Job Family:	Apprentice/Trainee	Grade:	FC4 50% Year 1 80% Year 2

Purpose

The post is for a period of 2 years and is a Modern Apprentice – Pensions Support Assistant. Under supervision the apprentice will undertake the duties detailed below and provide support to Pensions Team on all aspects of pensions including benefits processing, mail handling, customer enquiries and governance.

The post holder will operate a range of systems and processes for accurate data entry and calculations.

The post holder will be working towards SVQ Level 2 Business and Administration qualification, provided by the Council using an appropriate training provider.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Inputting all data timeously and accurately while maintaining a range of key systems and to give accurate responses to customer queries.

Input and extract data associated with the following processes:

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

Educated to SCQF level 4, which includes a minimum of 3 National 4's to include English, Maths (and it would be an advantage to also have Admin & IT) **OR** equivalent Core Skills at SCQF Level 4.

E

D

✓

E = Essential Criteria D = Desirable Criteria

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Deal with customers registration requests for Member self-service (Engage portal) both by email/telephone. Process new members joining the LGPS scheme and send relevant correspondence using Altair, the pension administration system. Process the calculations and payments of refunds and Cash Transfer Sums using the pension administration system. Process the calculation of deferred benefits for Leavers using the pension administration system. Process the aggregation of member's records using the pension administration system.	Ability to understand, interpret and apply the relevant procedures. Capable of learning/working in an office using computer-based applications to carry out a range of duties Confident user of IT applications, showing ability to use packages effectively Attention to detail	✓ ✓ ✓ ✓	
Under supervision working with and engaging with customers on a regular basis to obtain information to allow accurate update of pension records. This could be by telephone, written communications or by in person meetings.	Competent literacy and numerical skills Effective and confident communication skills	✓ ✓	
Undertake a variety of support tasks including archiving, scanning and processing mail both e-mail and paper based.	Ability to work as part of a team	✓	
Undertake support tasks including use of excel spreadsheets and other MS office tools.	Ability to use MS office tools		✓
Access Assyst calls and create tasks as required	Ability to use external systems		✓
Participate in meetings as required	Effective and confident communication skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Modern Apprentice			
This post is a Modern Apprenticeship which is a work-based training programme. As part of the job role the post-holder will be expected to attain an SVQ (SCQF Level 5) in Business and Administration.	Candidates for this role must be resident in Fife and aged between 16-24 as at the start date of the role.	✓	
Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required			
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.			
Additional Information – the following information is available:	Expected Behaviours		
- Skills Framework (if applicable) How we work matters	Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values. Please refer to How We Work Matters Guidance to learn more.		

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