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**PG**

 **8251**

**Post Specification**

**Business**

**Support**

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| **Date** | **May 2024** |
| **Post Title** | Pensions Administrator |
| **Job Family Role Profile** | **BS 6** |
| **Final Grade** | **Grade 6** |

**To be read in conjunction with the job family role profile**

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| **Purpose of this post**  |
| Provide effective and efficient business administrative support for Cumbria Fire and Rescue Service’s Pension team, including organisation of resources and provision of information in relation to a pension project.  |
| **Key job specific accountabilities** |
| 1. Organise and provide responsive, flexible and efficient administrative business support and undertake administrative tasks to support delivery of pension project services. Liaise with internal and external stakeholders as required to support statutory timescales and requirements, and ensure confidentiality is adhered to.
2. Ensuring a courteous and professional approach to queries, this will include communicating across various channels including, but not limited to, face to face, telephone, mail and electronic media.
3. To plan and prioritise own work and support team working
4. To maintain, input, extract and report on information into and from various service specific systems including databases, spreadsheets and electronic case recording systems. To provide information and respond to queries from external and internal customers, and in doing so, ensure information is managed in a secure way.
5. To support service development through making recommendations for improvement which are relevant to the specific service area, including systems and procedures.
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| **Please note annual targets will be discussed during the appraisal process** |
| **Key facts and figures of the post** |
| **Budget Responsibilities** | * None
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| **Staff Management Responsibilities** | * None – work as part of a team
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| **Other** | * None
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| **Essential Criteria - Qualifications, knowledge, experience and expertise** |
| * NQF or NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area.
* Willingness to undertake training to support delivery of the service
* ICT literate
* Experience of MS office software
* Experience of working within an office in a large complex organisation
* Experience in customer service and dealing with Stakeholders inc. dealing with the public
* Can demonstrate a working knowledge of processes, procedures and systems and how to apply them within a complex service area
* Proven experience of using databases and manual record systems;
* Preparation of documents
* Proven experience of the maintenance of accurate records and working to deadlines
* Proven experience of prioritising own work
* Ability to travel
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| **Disclosure and Barring Service – DBS Checks** |
| * This post requires a standard DBS check
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| **Job working circumstances** |
| **Emotional Demands** | * Minimal
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| **Physical Demands** | * Minimal
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| **Working Conditions** | * Minimal
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| Other Factors |
| * None
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