



THE CHURCH
OF ENGLAND

NATIONAL CHURCH INSTITUTIONS

ROLE PROFILE FOR PENSIONS ADMINISTRATOR

About the National Church Institutions (NCIs)

The National Church Institutions comprises a wide variety of teams, professions and functions that support the mission and ministries of the Church of England in its vision to be a church, centred on Jesus Christ, for the whole nation - a church that is simpler, humbler, bolder.

We Include. You Belong.

Our Belonging and Inclusion Strategy aims for everyone in the National Church Institutions (NCIs) to feel that they belong, and are valued for who they are and what they contribute. Together, our people contribute in different ways towards our common purpose, whichever NCI they work in and whatever their background.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

We believe our commitment to belonging and inclusion fuels our progress and drives us forward. The NCIs are a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience we're looking for then we would like to hear from you.

About the department

The Church of England Pensions Board ("the Board") is a statutory body which is a corporate trustee and administrator of four pension schemes, including both defined benefit (final salary, hybrid and CARE) and defined contribution arrangements. The Pensions Department is responsible for the administration of the pension schemes and for administering a number of charitable funds for the benefit of those retired from the stipendiary ministry and clergy dependants, which underpin supplementary income grants. There are 40,000+ members, pensioners and other beneficiaries.

What you'll be doing

The purpose of this role is to support the work of The Church of England Pensions Board ("the Board") and help administrate the pensions schemes whilst providing outstanding customer

service. This includes administration, benefit payments and contribution collections for the Board's pension schemes and the associated relationships and facilitating a programme of operational improvements.

MAIN DUTIES AND RESPONSIBILITIES

- Answering telephone calls to the pensions helpline and responding to emails received into the email inbox
- Providing support to users of our pensions websites for members and employers
- Dealing with member and employer queries
- Entering new members into Schemes and updating records
- Calculating benefits on leaving, retirement, death and transfer out/divorce
- Producing statements of contributions due and allocating contributions received
- Producing annual benefit statements for scheme members
- Carrying out the day to day administration of the voluntary contribution arrangements and transfers between AVC schemes
- Helping with the general running of the Department and carrying out other duties as may be required
- Training of other staff as required

Your job description is intended to reflect your main tasks and areas of work, but is not exhaustive. Changes may occur over time and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

About You

The Church of England is for everyone and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

Essential Knowledge/Experience

Skills/Aptitudes:

- Good IT skills including word-processing, use of databases, spreadsheets and e-mail. MS Office (Word, Excel and Outlook) together with Pensions Specific systems we use - training is available
- Numerical skill required for calculations of benefits, contributions and solving numerical problems
- Ability to work within agreed procedures and standards, quickly and accurately
- Ability to identify priorities and plan and organise daily work routines
- Ability to work under pressure to meet deadlines
- Good written, verbal and telephone communication skills

Knowledge and Experience:

- Working knowledge of MS Office (Word, Outlook & Excel)
- Ability to understand customers and their concerns

Personal Attributes:

- Ability to empathise with the concerns of different groups of stakeholders with a wide range of pensions knowledge and experience; and to communicate appropriately
- Highly organised, self-motivated and self-disciplined

Education:

- Maths and English GCSE at Grade C or above

Desirable

Knowledge/Experience:

- Experience of working within a team in a remote working or office environment
- Experience of dealing with customers in a work environment
- Experience of team working
- Experience of delivering good customer service

Education:

- A desire to undertake pensions qualifications awarded by the Pensions Management Institute

Vacancy Summary

JOB TITLE:	Pensions Administrator
NCI ENTITY:	Church of England Pensions Board
DEPARTMENT:	Pensions Administration
GRADE:	Band 6 Standard Point
SALARY:	£33,382
WORKING HOURS:	35
PRIMARY OFFICE LOCATION:	Church House, Great Smith Street, London SW1P 3AZ
HYBRID WORK ARRANGEMENTS:	Remote working – no requirement to come into office unless for a team meeting where the department will pay for travel
SUITABLE FOR FULL HOMEWORKING:	<input type="checkbox"/>
HOMEWORKING REQUIRED:	<input checked="" type="checkbox"/>
CONTRACT TYPE:	Permanent
IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL	<input type="checkbox"/> Select level of DBS Check required
IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?	<input type="checkbox"/>
ORACLE POSITION CODE:	8017853
COST CODE:	31403
PARENT POSITION:	Administration Team Leader