

BENEFITS TEAM MANAGER

BRISTOL

2020



The Role

We are a leading provider and administrator of self-invested personal pensions (SIPPs), part of Curtis Banks Ltd, based at Temple Quay, Bristol just a 5 minute walk from the railway station. Our employees are a mix of all ages and there is a vibrant, fun culture that extends outside the workplace.

We offer a fantastic benefits package, including a generous pension scheme, flexible working, study support to help develop your qualifications and early close on Fridays to name but a few. For more details about us visit [Curtisbanks.co.uk](https://www.curtisbanks.co.uk) or find us on LinkedIn and Facebook.

The role of Team Manager is to ensure the smooth running of the department ensuring a quality service is maintained. The Team Manager should also provide highest-level technical and analytical support and should handle the most complex customer related issues.

Effective prioritising of actions and monitoring team resources to ensure that client deadlines are met. To develop staff in their team, conduct performance appraisals and create personal development plans, organise team training, identifying weaknesses and deliver coaching and mentoring in areas which may require improvement to Team Leaders and Administrators.

As a Team Manager, the purpose of the role is to support the Head of SIPP Operations with:

- Ensuring that the required systems and controls are embedded within the department.
- Delivering continual improvement within the department across the areas of staff development, process conformance, process efficiency, productivity and management information. Tenacious progression of staff performance issues.
- Ensuring that all department staff are fully trained and conversant with the key administration and support software that is necessary to their role.
- Acting on identified errors to ensure that the appropriate measures are taken to eliminate reoccurrence.
- Ensuring that staff adhere to all Curtis Banks policies and business requirements.
- Ensuring that the department has the required succession planning through knowledge dissemination and skill development.

You will

- Have overall responsibility of process implementation and production of monthly/weekly MI Reports.
- Coordinating the team and liaising with other parts of the business to ensure punctual allocation and processing of tasks.
- Allocate sufficient resource to tasks and seamlessly redistributing individuals within the department should the need arise to maximise efficiency.

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- Monitor and regulate communications received in team from clients, advisers and third parties via email, post and secure message.
- Have oversight of internal procedures and associated process guides, and update these where necessary.
- Collaborate with Head of SIPP Operations and Team Leaders to streamline processes and procedures.
- Provide support to Team Leaders in resolving complaints / errors and taking ownership where necessary.
- Lead by example: give good advice, provide all necessary support to staff, encourage ownership of work, challenge staff to seek continual improvement, be open and honest at all times, share information across the business, respect and value the contribution of others, exemplary attendance record, promote corporate values and ensure own personal actions are in line with corporate objectives and culture.
- Act as the escalation point for advanced technical issues Team Leaders have been unable to resolve.
- Attend client meetings as and when required and lead these interactions. Acting always as an ambassador for the Company.
- Where relevant and appropriate, proactively inform senior management team of specific matters or issues within the department and or risks which could potentially impact on clients.
- Ensuring our regulatory and contractual reporting obligations are met.
- Ensure teams adhere to client deadlines, all internally agreed key performance indicators, service standards and regulatory reporting requirements are met.
- Produces weekly reports containing statistics and other agreed content to apprise the Head of SIPP Operations of new and ongoing issues.
- Fulfil any other reasonable requirement of the department or Curtis Banks Plc.

Skills and Experience

- A sound and proven experience within the field of Pension Administration and particularly Benefits.
- Able to demonstrate exceptional information security control.
- Demonstrates knowledge of our commercial market place and whether the company sits within it.
- Strong excel skills, in particular data matching and formulas.
- Strong people management skills.

Working for Curtis Banks has never been so rewarding...

- Everyone receives a generous salary, 26 days holiday and the opportunity to take part in our fantastic Sharesave Scheme.
- Amazing Pension contributions from the business of 8%
- Benefits scheme that includes discounts from shops, gyms etc.
- Cycle to Work scheme and many more...