

JOB DESCRIPTION

JOB TITLE	Senior Benefits Administrator
BAND	3
DEPARTMENT	Benefits
REPORTS TO	Team Leader
JOB PURPOSE	
<p>Senior Administrators provide an important role in ensuring that administrators carry out their administrative duties competently and efficiently, enabling a timely and responsive benefits administration service from end to end. They must also assist in the on-going and day to day administration management of the department.</p>	
PRINCIPAL ACCOUNTABILITIES	
<ul style="list-style-type: none"> • Processing of clients instructions and any task activity accurately and to the service standards set by the Company, at all times maintaining confidentiality and demonstrating discretion. • Providing input on technical issues, attending clients meetings where required. • Building good relationships with clients and business introducers. • Where relevant and appropriate, informing Account Managers, clients and financial intermediaries of specific matters or issues affecting their schemes, especially actual or potential problems. • Ensuring that client deadlines, all internally agreed key performance indicators, service standards and regulatory reporting requirements are met. • Provides cover for the Team Leader as required. • To fulfil any other reasonable requirement of the department or Curtis Banks Plc • Proactively identifies risk within the department and escalates concerns to Team Leader. • The checking and sign off of completed work. Providing input where errors are identified and remedial training if required. 	
TECHNICAL COMPETANCIES	
<p>Client Payroll</p> <ul style="list-style-type: none"> • Full understanding of how to operate regular and ad hoc payroll instructions. Fully understands internal payroll process and operational requirements / controls. • Is able to clearly communicate to external third parties key HMRC withholding rules (income tax and tax codings) and our proprietary payroll process. • Can clearly demonstrate the ability to instigate and reconcile all internal payroll processes <p>Fund Split Calculations and Maintenance</p> <ul style="list-style-type: none"> • Demonstrates the ability to review historic transactions and understand how they effect the split of crystallised and uncrystallised funds including RAS / contributions / pension payments / transfer in and transfer out / annuity purchase transactions. • Demonstrates a full understanding of the requirements of valuation points so split moves are forwarded correctly. Able to clearly articulate and train others in the steps needed to maximise pension between arrangements if risk of overpayment likely. Is able to use and train others on use of relevant fund split calculator. <p>Capped Drawdown Establishment and Operation</p> <ul style="list-style-type: none"> • Demonstrates a clear understanding of the processing requirements of drawdown evaluations and set up including GAD calculations, scheme protections, asset treatments, drawdown illustrations, LTA uplifts etc. 	

- Demonstrates the ability to complete a GAD pension review, taking into account asset splits, valuation points, crystallised and uncrystallised funds, the age of the individual, maximum income limits, the lifetime allowance and any available scheme protection. Can articulate to the client or adviser the methodology and statutory requirements of the review, the associated fees and the options available to the client identified by the review. Is able to train others in how to accurately complete a review.
- Is able to operate / establish appropriate payroll processing.
- Is able to use and train others on all drawdown calculators.

Flex-Access Drawdown and UFPLS

- Demonstrates the ability to process initial activation of FAD and UFPLS on member / adviser instruction.
- Is able to understand and process member schemes for FAD readiness, trigger and co-ordinate valuations and trigger related investment actions.

Pension Protections and Suitability

- Demonstrates a full working understanding of all UK pension arrangements and the protective provisions which may impact drawdown calculations / implementation across our SIPP and SSAS wrappers; including pre-A day protections, fixed protection and other technical areas. Able to competently deal with escalations from team members.
- Demonstrates an understanding of the regulatory requirements around second line of defence. Is highly alert to individual client circumstances that require risk intervention prior to processing.

Scheme Liquidity Management and Cash-flow Forecasting

- Clear understanding of how to project cash-flow requirements of a scheme and is able to identify liquidity issues ahead of planned client income events (regular).
- Is able to proactively engage with the client / adviser to negate this risk and provide effective service.

Deceased Members and Pension Sharing

- Detailed understanding of the firms and regulatory requirements when processing a death case.
- Can articulate and enforce as necessary the AML requirements and risks associated with the payment of funds.
- Detailed and comprehensive understanding of and is able to teach the application of the firm's operating procedures for the implementation of a legal pension sharing order (PSO).
- Is proactive in ensuring critical timelines and the risks related to the implementation are adhered to.
- Is able to be the conduit between the firm, the adviser, the member and any third parties.

PLANNING AND ORGANISING

- Maintaining a tidy working environment and adhering to Company clear desk policy at all times

- Able to support administrators and maintain effective communication flow within the team, with other teams and with other departments.
- Able to actively managing personal workflow to ensure that performance targets and standards are met, along with work flow delegation for administrators and monitoring this as appropriate.
- Keeping up to date with regulatory, key investment and benefits related changes.
- Ensuring administrative staff comply with internal HR policies and procedures and ensuring effective communication with HR department covering staff holidays, sickness absence and all other relevant information as appropriate
- Ensuring that regular tasks are anticipated and processed at the required time.

DECISION MAKING

- Demonstrate consistently correct decision making when judging the level of attention to be given to clients and advisors.
- Ability to work effectively as part of a team but also able to manage individual time effectively and cope will with pressure and conflicting demands.
- Demonstrate accountability and ability to make unbiased decisions.
- Ability to explain clearly, verbally and in writing how a decision has been reached. Empower team members to make decisions.
- Invite challenge and where appropriate involve others in decision making to help build engagement and present robust recommendations.
- Able to identify the relevant personnel in order to obtain the most accurate information and get advice when unsure of how to proceed.
- Knows when to escalate, ensuring it is appropriate and is routed via the correct channels

INTERNAL AND EXTERNAL RELATIONSHIPS

- Effective management of internal and external relations using tact, persuasion and teamwork, exchanging routine and non routine information clearly so that the recipient can understand and act upon it as required.
- Possessing a high degree of interpersonal skills and utilising these to build trust and confidence across the Company.
- Is able to monitor the storage of critical customer information data by administrators and counterparts to support decision making and conduct regular reviews to ensure it is stored accurately, confidentially and responsibly.
- Clearly understands the firm's approach to TCF and customer outcomes, and is fully conversant with the framework set by the Financial Conduct Authority
- Is able to demonstrate a cultural bias towards protecting the member client and ensuring appropriate customer outcomes are delivered, or issues escalated to senior management as appropriate and necessary.

- Demonstrates the ability to conform with our brand standards for internal and external communication (e.g. presentation, collateral conformance, colour palettes).
- Can understand and can describe the differences between TCF and customer outcomes.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- A sound and proven experience within the field of Pension benefits administration or dealings.
- Demonstrates a full operating knowledge of the key administration and support software that is central to the role within the business. Able to cross train new starters to our internal procedures and methods.
- Fully understands the data conformance needs of each system and where key data is mastered. Able to demonstrate exceptional information security control.
- Able to demonstrate the ability to identify data anomalies and issues and correct them at source or seek guidance as appropriate.
- Demonstrates knowledge of our commercial market place and where the Company sits within it.

GENERAL PROPRIETARY COMPETENCIES

- Is able to demonstrate a full working knowledge of all market active pension wrappers. Investment permissibility, fees etc.
- Can demonstrate a full understanding of the asset classes / instruments eligible for SIPP and / or SSAS investments and those that are permissible within Curtis Banks operated wrappers. Demonstrates a clear understanding and the ability to apply our investment permissibility rules set by the firm in relation to counterparty, liquidity, fees and other documentary requirements.
- Understands the service level agreements set by the firm relative to the distribution channel counterparty and service as relates to benefits administration. Is able to set priorities and quality standards in own work and those under supervision, to consistently achieve or exceed these standards.
- Cognisant of economic penalties which apply to the failure to deliver SLAs and the potential for complaint events.
- Fully conversant with the firm's complaint policy and procedures and can operate them without fault and with due priority to customer outcomes.
- With training, is able to demonstrate a full knowledge of the pricing structure(s) operated by the firm across annual fees, activity fees, assessment and penalties, plus an appreciation of where commercial fee arrangements have been set with specific counterparties.
- Is able to take responsibility for own administration, including paperwork and filing
- Demonstrates a good knowledge of the HMRC Registered Pension Scheme Manual and how to navigate and interpret it for the required information. Is able to apply the rules in accordance with firm policy.

SELF DEVELOPMENT
<p>The Department Manager / Team Leader will agree the internal development requirements with you.</p> <p>Any professional qualifications are to be agreed with the Department Manager in line with the Learning & Development Qualifications proposal and departmental requirements.</p>