

Apprenticeship Pensions Officer

I process employee retirement notifications on a daily basis to the pension fund using an online platform. It is important that I do these as soon as I can or employees that are retiring won't get their pensions paid on time.

I regularly provide information to our employees on the benefits of being a pension scheme member and saving more for retirement. I manage data on a daily basis and input this information into various IT systems such as Excel. I continually look at ways of improving how we work to increase efficiency.

I process highly confidential and sensitive information, using systems to maintain records and create documentation. I must comply with Data Protection at all times.



I undertake calculations on a daily basis. I provide information and respond to queries from West Yorkshire Pension Fund, this information will impact on the calculation of an employee's retirement benefits so I must pay attention to detail at all times.

I have effective communication skills and listen to the people I communicate with to ensure I get things right.

I understand that I might have to explain things in an easy-to-understand format for the employee to understand. Pensions are complex and I need to try and help the employee have a better understanding of the scheme benefits.

I handle lots of phone calls from employees and provide information/ advice about the pension scheme. I deal with pension related forms that need processing in payroll so must ensure that information is passed to payroll in a timely manner so that it can be actioned on the employee's record (i.e., opting out of the pension scheme).