

## **Job description and person specification**

### **Business Support Officer**

**Reports to:** Team Leader

#### **Purpose**

To assist in the provision of a pensions administration service in respect of the pension schemes administered by the Local Pensions Partnership.

#### **Key Accountabilities**

- To process and check a range of pensions case work
- To be responsible for own workload ensuring service targets and deadlines are met.
- To check other workload ensuring service targets and deadlines are met.
- To liaise with customers and external organisations to ensure effective partnerships are maintained.
- To support service provision as appropriate undertaking other duties commensurate with the post, including attending and assisting service led events.

#### **Person Specification**

- Recent experience in a busy financial and/or transactional office environment
- Proven ability to work effectively on own initiative as well as being an effective team player
- Proven ability to undertake detailed mathematical calculations accurately.
- Demonstrable ability to work accurately and to deadlines
- Ability to use systems and processes relevant to pension payroll and pension administration.
- The ability to communicate effectively at all levels possessing excellent communication skills.

#### **Qualifications**

- 5 GCSEs or equivalent including Maths and English at Grade C or above

*Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.*

Ref: BSO Job description

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