

Client Liaison Officer

Job description and person specification

Reports to: Partnerships Manager

Purpose

To support the Partnerships Manager in the provision of a Client Management and Reputational Management Function for Your Pension Service. To foster excellent client and customer relationships in respect of the pension schemes administered by Your Pension Service. To take a lead role in ensuring that the reputation of Your Pension Service is maintained to a high standard at all times. To ensure the appropriate communication and promotion of the pension schemes administered by Your Pension Service in line with SLA's as well as relevant legislation and regulation.

Key Accountabilities

1. To foster excellent Client relationships by maintaining clear lines of communication, including the production of quarterly / annual reports, and undertaking regular Client and Employer visits in line with SLA's
2. To support the Client Liaison Manager to ensure that Your Pension Service meets its legal obligations under pension scheme disclosure regulations and under the terms of Service Level Agreement.
3. To enhance the reputation of Your Pension Service by being active within the public sector pensions community including submitting applications for industry awards and increasing the recognition of Your Pension Service through attendance at promotional and industry events.
4. To deliver presentations to relevant stakeholders as required and in line with Service Level Agreement's.
5. To deliver employer training on behalf of Your Pension Service.
6. To organise events, conferences and meetings as appropriate.
7. To be aware of and have an understanding of the regulations relating to the pensions schemes under administration as well as overriding pensions legislation.
8. To recognise, understand and promote continuous improvement in working practices, procedures and systems and where necessary assist in the development and implementation of new procedures and practices.
9. Maintain the integrity and accuracy of Your Pension Service website.
10. To prepare and present reports to internal and external clients and customers relating to pensions administration.
11. To develop and maintain Your Pension Service website and e-forms.
12. To test customer satisfaction.

Ref: CLO-Job descriptions

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Person Specification

1. Practical experience in a pensions environment
2. Proven experience in a customer service / communications role
3. Excellent oral and written communication skills
4. Proven ability to effectively present complex information to all levels, including presenting to large groups of people
5. Excellent customer service skills
6. Excellent negotiation skills
7. Demonstrable ability to use a variety of communications tools and media
8. Full Driving Licence

Qualifications

9. 5 GCSEs at grade C or above including Maths and English

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