Job Description:
Pensions Support

sodexo
QUALITY OF LIFE SERVICES

Function:	**Transversal Functions HR**
Position:	**Pension Support**
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	**Senior Pensions Analyst (Natasha Shanks)**
Additional reporting line to:	
Position location:	**Data Centre, Salford**

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1. Purpose of the Job – State concisely the aim of the job.

- To work collaboratively as part of the Pensions and Reward teams to provide a customer focused, accurate and efficient administration and query handling service relating to pensions, reward and benefits processes

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2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc						
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Cash conversion:	tbc						

Characteristics	▪ Add point

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3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above.

Head of Pensions

Senior Pensions Analyst

Pension Support

4. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Provide a helpful, responsive and customer focused administrative and query handling service, ensuring that all queries are resolved within agreed timeframes.

- Prioritise and administer pensions and benefits queries, and annual HR calendar administration efficiently and within agreed timescales.

- Service requests will be logged on the CSM system and for those which cannot be resolved immediately, customers will be provided with service ticket number with SLA targets met/exceeded.

- Customer queries and requests are responded to efficiently and accurately.

- Attention to detail is paid to all documentation produced, ensuring all HR administration is accurate and quality checked before distribution.

- Data will be input accurately into relevant systems, which will be kept up to date with accurate information.

- All tasks and in delivering the service are completed according to the principles & practice of the company Information Security Policy and any other additional security requirements for specific customer groups.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Handle scheduled monthly tasks that have been identified as core operational activities for the role.

- Customers will be provided with a helpful and responsive query handling service and queries on pensions, and benefits which will be completed within agreed timescales

- Monthly processing/reconciliation for the Sodexo Retirement Plan.

- Processing of pension applications/amendments/opt outs and other pension related tasks.

- Raise invoices (for approval by HoD of Reward or HoD of Pensions) for third party providers on monthly, quarterly and ad hoc basis.

- Conduct pension tracing exercises.

- Checking all transactions and documentation to ensure the highest level of accuracy and quality.

- Ensure all pension and benefits queries logged on the system are resolved, and query resolution is captured accurately on the CSM system and service tickets are closed.

- Accurately and efficiently generate relevant documentation and letters such as pension packs, variation letters and application for benefit schemes.

- Use and accurately maintain systems including SAP HR and any other platforms enabling regular reports to be generated for new starters, leavers and changes.

- Ensure all hard copy and soft copy personnel records are maintained and secure, complying with GDPR obligations and specific segments requirements.

- Escalate and seek support for help with complex queries especially those which could lead to potential issues.

- Work closely with the HR Systems team to provide regular and ad hoc reporting.

- Liaise with Payroll and other departments in order to obtain necessary information to resolve queries relating to pensions and benefits.

- Provide administrative support for bulk employee communications, TUPE data gathering, mobilisation support and change projects.

- Provide administrative support in the delivery of HR calendar events.

- Provide hands on support to other HR Teams when required e.g. at peak times and ad hoc projects.

- Adopt a mindset of continuous improvement and identify better ways of working for the team.

- Ensure work area is clean, secure and well maintained.

- Complete special projects and miscellaneous assignments as required.

- Pensions and benefits records will be accurately maintained within correct audit and governance requirements and external providers will be informed of changes regularly and in a timely manner.

- Work cohesively as part of the wider HR team and contribute positively to the provision of a joined-up HR Service.

Statements in this Job Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.

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6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Accuracy
- Deliver to KPIs
- Customer focused service
- Annual HR Calendar activities delivered to plan

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7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Understanding of HR processes, policies and procedures.

- Understanding of HR/Payroll interfaces and how to handle pay and pension related queries.

- Customer service focused and commitment to providing a helpful, and responsive HR service.

- Ability to identify situations which could result in potential customer complaints in order to handle/escalate accordingly.

- Well-organised with ability to work to tight deadlines.

- Strong understanding and respect for confidentiality.

- Good verbal and written communication skills including excellent telephone manner.

- Accurate keyboard and data entry skills with excellent attention to detail.

- Able to work collaboratively within a team and on own initiative.

- Proficient user of Microsoft Office programmes including knowledge of how to process VLOOKUP within Excel and experience of mail merge within Microsoft Word.

Desirable

- Experience of working in a busy modern HR department.

- Experience of using SAP HR/CSM system / Reward or Benefits system.

- Experience of pension or reward administration and understanding of pensions legislation.

- Experience of HR Administration processes and activities.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Innovation and Change
■ Rigorous management of results	■ Employee Engagement
■ Brand Notoriety	■ HR Service Delivery

9. Management Approval – To be completed by document owner

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Document Owner	Helen Foster		