



JOB TITLE **Retirements Administrator**

COMPANY **Independent Trustee Company Ltd**

Independent Trustee Company is an Irish owned company, established in 1994. We employ over 75 staff, and our focus is to deliver flexible and transparent pension plans for our clients.

Over the last 2 decades, our clients have allowed us to become one of the largest providers of self-administered pension structures in Ireland. We administer in excess of **€2.5 billion** in client funds through over **6,000** pension structures. Our clients are self-employed individuals, professionals, company directors, corporate clients and financial advisors.

We pride ourselves on our high-quality service and ensure our staff have the skills and expertise to provide a highly efficient and professional service to our clients and advisors.

We are approved by the Revenue Commissioners and the Pensions Authority as Pensioneer Trustee and are regulated by the Central Bank of Ireland. We are also approved Trustee Trainers by the Pensions Authority. We are one of the founding members of the Association of Pension Trustees of Ireland.

JOB DESCRIPTION

The Retirements Administrator will be responsible for processing all scheme retirements, managing the monthly ARF drawdowns, liaising with Revenue and the ITC Technical Team regarding retirement queries, and will assist the Retirements Manager to achieve all targets and promote a service excellence culture within the Customer Services Team.

The ITC Group have made the decision to work remotely on a permanent basis. Therefore, this role is exclusively a remote working opportunity.

Applications can be submitted to careers@itcgroup.ie

SALARY

Starting salary is €30,000 per annum.

KEY RESPONSIBILITIES

- To assist other teams with retirement, funding, and technical queries to ensure we deliver a first-class service to our Financial Advisors and Clients.
- To ensure the Retirements Team achieves its targets and objectives as set out in the business plan.
- Participate in staff training and development.
- To ensure that the operating, technical and legal procedures as set out in the Company Procedures Manual are adhered to. This includes working in conjunction with others to review and update the procedures, when and where necessary, to reflect best working practices.
- Ensure all retirement requests are processed in a timely manner, by liaising with all parties to ensure the required information is obtained and all retirement calculations are checked and signed off.
- Ensure all monthly drawdowns, imputed tax and ad-hoc retirement requests are processed in time as required.
- Monitor Revenue Online Service (ROS) and ensure all retirement queries are responded to in a timely manner.

REQUIRED SKILLS & BEHAVIOURS

- Communicate enthusiasm and commitment to achieving objectives and contributes to their team.
- Aptitude to organise tasks and manage workload efficiently.
- Ability to work both on own initiative and as part of a team.
- Listens to the needs of customers and act on what they are saying.
- Actively seeks out views, opinions, and ideas from others.
- Investigate issues/problems to their best ability and seek assistance with basic understanding completed.
- Communicates with others in a professional and helpful way, conveying information clearly and concisely.
- Actively monitors own performance against personal, team and company targets.
- Understands the nature of their job requirements and who these services are targeted towards.
- Shows respect for other members of the team and provides support for one another.

QUALIFICATIONS / EXPERIENCE REQUIRED

- Experience in client facing role or administration role is essential.
- Good understanding of the basic principles of customer service is essential.
- Working knowledge of MS Office, Outlook and in any in-house systems is essential.
- QFA qualified or working towards QFA qualification is desirable.
- Third level qualification is beneficial, business-related course preferable.
- Previous pension experience is beneficial.