



**JOB TITLE**                      **Pension 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 Pensioner 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 Pension Administrator will be responsible for the administration of and reporting on our core products and services for a portfolio of clients in a busy team environment. Our core products include Small Self-Administered Schemes (SSAS), Self-Invested Personal Pensions (SIPP), Approved Retirement Funds (ARF), Personal Retirement Savings Account (PRSA), Buy out Bonds (BOB) as well as our Unit Trust structures.

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](mailto:careers@itcgroup.ie)

**SALARY**

Starting salary is €30,000 per annum.

### **KEY RESPONSIBILITIES**

This is primarily an administrative role supporting our Clients, Intermediaries, Sales Team and other Departments within the company. The typical day to day workload of a Pension Administrator would broadly consist of administration work, project work and an element of account preparation. Some of the main responsibilities of the role include:

- Deliver a first-class service to our Financial Advisors and Clients in line with our company policies
- Liaising with numerous third parties including Advisors, Investment Companies, Life Companies and Banks
- Ensuring all requests are processed in a timely manner
- Responsibility for maintaining client files to the highest standard
- Preparing and issuing Reports to Clients and Advisors
- Ensure all scheme liabilities are discharged within agreed timelines
- Ensuring client service standards are upheld by adhering to our procedures manual and customer charter

### **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
- Third level qualification is beneficial, business-related course preferable
- Previous pension experience is beneficial
- QFA qualified or working towards QFA qualification is desirable.