

ROLE PROFILE FOR Pensions System Administrator

About the National Church Institutions (NCIs)

The National Church Institutions comprises a wide variety of teams, professions and functions that support the mission and ministries of the Church of England in its vision to be a church, centred on Jesus Christ, for the whole nation - a church that is simpler, humbler, bolder.

We Include. You Belong.

Our Belonging and Inclusion Strategy aims for everyone in the National Church Institutions (NCIs) to feel that they belong and are valued for who they are and what they contribute. Together, our people contribute in different ways towards our common purpose, whichever NCI they work in and whatever their background.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

We believe our commitment to belonging and inclusion fuels our progress and drives us forward. The NCIs are a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience we're looking for then we would like to hear from you.

About the department

The Church of England Pensions Board is one of the seven National Church Institutions (NCIs), that support the mission and ministry of the Church of England.

The Board provides retirement services to those who work or minister for the Church, providing pensions for 44,000 members, and providing support with retirement housing to 1 in 6 retiring clergy. We also directly manage c£3.2bn of pension investments, ensuring these are invested responsibly in line with the Church of England's ethical policies.

The Board is currently exploring the possibility of introducing a collective money purchase pension scheme, in tandem with simplifying its existing pension arrangements.

What you'll be doing

The System Administrator maintains and supports the pension administration system, Universal Pensions Management (UPM), and other pension specific applications; and maintains system documentation. They provide first response to requests from UPM users for help and support.

MAIN DUTIES AND RESPONSIBILITIES

- 1st line user support of UPM and CivicaMail. Coordinate responses to questions received on a daily basis.
- Flagging issues to System Developers / Business Systems Manager for further investigations.
- Maintenance of UPM calculation factors
- Monitoring and maintenance of documents in and out of UPM
- UPM user maintenance
- Running reports for internal and external use
- Testing in UPM new developments and software releases, including calculation tests.
- Monitoring of daily updates to ensure automated processes have run smoothly
- Perform data cleansing for data quality checks.
- Updating of letter templates with minor wording revisions
- System changes/updates relating to new employers
- Maintain spreadsheets for changes to factors
- Support on project work and regular exercises
- Opportunity to learn systems development work to support career progression.

The main duties and responsibilities of your post are outlined in your job description. This list is not exhaustive and is intended to reflect your main tasks and areas of work. Changes may occur over time, and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

About You

The Church of England is for everyone, and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

PERSON SPECIFICATION:

Essential

Knowledge/Experience:

- Experience in pensions administration

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- Good IT skills including word-processing, use of databases, spreadsheets and e-mail.
- Good written, verbal and telephone communication skills at all levels
- Ability to identify priorities and plan and organise daily work routines in a flexible manner
- Ability to work under pressure to meet deadlines
- Flexibility to deal with the unexpected

Desirable

- Practical experience in using SQL
- Experience of Universal Pensions Management (UPM)
- Hold or have made recent progress towards DipPMI or APMI awarded by The Pensions Management Institute (or equivalent pensions qualification)

Vacancy Summary

JOB TITLE:	Pensions Systems Administrator
NCI ENTITY:	Church of England Pensions Board
DEPARTMENT:	Pensions Administration
GRADE:	Band 5 Market Rate Salary
SALARY:	£52,542
WORKING HOURS:	35
PRIMARY OFFICE LOCATION:	Remote
HYBRID WORK ARRANGEMENTS:	Remote working, occasional in person meetings
IS HOMEWORKING A REQUIREMENT FOR THE ROLE?:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
IF NOT A REQUIREMENT, IS THE ROLE SUITABLE FOR HOMEWORKING?:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
CONTRACT TYPE:	Permanent
IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL	<input type="checkbox"/> Select level of DBS Check required
IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?	<input type="checkbox"/>
ORACLE POSITION CODE:	8017838
COST CODE:	31403
PARENT POSITION:	Pensions Manager