



JOB DESCRIPTION

**Pensions Administration Assistant
Professional 3
Human Resources Department
12 Month Fixed Term Contract**

Dublin City University

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

Human Resources Department

The Human Resources (HR) Department is a central administrative department, which is responsible for providing a complete human resources service to these faculties, departments and campus companies.

Role Profile

Reporting to the Pensions Manager, this role is responsible for supporting the development and implementation of a professional HR Pension service to current scheme members, former members and retired scheme members.

Duties and Responsibilities

The duties and responsibilities of the position include, but are not restricted to, the following:

- Supporting all aspects of the day to day operation and administration of the DCU Superannuation Scheme, the Single Public Service Pension Scheme the Colleges of Education Pension Scheme, the DCU Commercial Ltd Pension Scheme to ensure an efficient and effective service delivery.
- Working with Pensions Team, the post holder will be responsible for administering the superannuation / pension schemes including:
 - Assessment of new employee/returning employee data to ensure compliance
 - Management of day-to-day queries via a central email system
 - Family Law benefits and requirements
 - Notional Service Schemes
 - Transferring previous benefits /reckoning previous service etc.
 - Administration of Annual Pensions Declaration forms
 - Administration of ongoing requirements of the Public Service Single Pension Scheme
- Responsibility for organisation of retirement functions, annual retiree luncheon and other related events
- Supporting the development of appropriate systems and procedures to ensure compliance.
- Reviewing systems, policies and procedures on an ongoing basis to deliver a quality pensions service.
- Building and maintaining relationships with key internal and external stakeholders including scheme members.
- Participating in committees and pensions forums as appropriate.
- Supporting the ongoing development and implementation of the CORE Pensions module.
- Creating and maintaining databases and filing systems as appropriate
- Assisting with the compilation of all reporting requirements including FRS102, HEA quarterly reports, internal and external audits (including the CA&G) and responding to Government requests etc.
- Any other activities that maybe required from time to time in relation to supporting the administrations of the University's superannuation / pension schemes.

Qualifications and Experience

The successful candidate will have a minimum of 5 years in an administrative role with ideally at least two of which in pension administration.

In addition to the [internal service criteria](#), the ideal candidate will have:

- Strong IT skills with a high level of competency in MS Office applications e.g. Word and Excel. Experience of HR /Payroll systems would be an advantage.
- Excellent attention to accuracy and detail combined with an ability to communicate pension information concisely
- Strong organisational and prioritisation skills, with the capability to manage multiple priorities with competing priorities/deadlines
- An ability to deal with and resolve problems and escalate as appropriate
- Excellent interpersonal with a proven ability to build positive relationships
- Strong communication skills, both oral and written
- Ability to work independently, proactively and flexibly
- Ability to deal with confidential and sensitive information.