



JOB DESCRIPTION

**Senior Pensions Officer
Professional 5
Human Resources Department
Permanent (Full-time)**

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.

Overview of the department

The Pensions Section of the HR Department is responsible for the management and administration of the DCU Superannuation Scheme, the Single Public Service Pension Scheme and the Colleges of Education Pensions Scheme. In addition, the team supports the administration of the DCU ESS DAC Pension Scheme.

Role Profile

Reporting to the Pensions Manager, the Senior Pensions Officer is responsible for supporting the development and implementation of a professional HR Pension service to current scheme members, former scheme members or retired staff. In addition this role deputises for the Pensions Manager when required.

Duties and Responsibilities

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

- Assist the Pensions Manager in the day-to-day operations of Pensions Unit to ensure an efficient and effective service delivery in respect of all schemes in operation.
- Supervise, direct and develop and lead the Professional 3 staff within the Pensions Unit.
- Manage the retirement process and associated benefits for staff retiring from the University to include all communication and individual meetings. Approval and Sign off on the payment of retirement benefits, when required.
- Assist the Pensions Manager in interpreting and analysing new pensions legislation and / or government circulars. An accurate analysis will be essential for the development of appropriate systems and procedures to ensure compliance.
- Oversee and manage the relationships with respect to the DCU ESS DAC Pension Scheme to include the Board of Directors, the member, the Broker, HR Operations. and Payroll.
- Assist in the management of the pensions module and liaise with provider and HR Systems in matters relating to the ongoing support and management of the pensions module. This also includes the ongoing management and delivery of the Employee Self Service pensions portal and resolving any issues as they arise.
- In conjunction with the University's Events Team, manage all events relating to retiring or retired staff including the annual retirement luncheon, University retirement functions and any other ad-hoc events as required.
- Develop training modules in response to pension information needs of the wider HR Department.
- Manage the administration of the University's Professional Added Years Scheme.
- Oversee Family Law cases and develop ongoing policy and procedures in relation to the administration associated with Family Law.
- Assist the Pensions Manager in the management of reporting requirements including, FRS17, HEA, Government requests etc.
- Pro-actively manage and develop operations and procedures to capture new legislation.
- Participate and engage more broadly across the HR Department and in other (non-pension related) HR / University activities and committees as appropriate.
- Any other activities that may be required from time to time in relation to assisting the administration of the University's superannuation/pension schemes.

Qualifications and Experience

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

- Excellent working knowledge of pensions legislation with particular reference to the Public Sector Schemes.
- Be a self-starter with a proven ability to exercise initiative and good judgement
- Excellent analytical skills with attention to detail combined with an ability to communicate concisely with all levels of staff both within and outside the University
- Excellent understanding of the importance of stakeholder engagement and ability to respond to stakeholder needs and manage expectations.
- Highly developed organisational and administrative skills with the ability to prioritise, set clear priorities and effectively meet deadlines.
- An ability to deal with and resolve complex problems and escalate as appropriate
- An ability to innovate and apply HR best practice in respect of pensions administration
- Excellent interpersonal with a proven ability to build positive relationships
- Excellent management/supervisory skills
- Excellent communication skills, both written and oral

Ability to work independently, proactively and flexibly