



Pensions Administration Assistant (Grade III)
Human Resources Department
Fixed Term Three Year Contract

Introduction

Dublin City University www.DCU.ie is a young, ambitious and vibrant University, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education. DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

Human Resources Department

The HR Department is organised around a number of academic faculties with their associated Schools and Research Centres. There are also a number of supporting offices and units together with campus companies. 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. 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 Pension Scheme. In addition, the team supports the administration of the DCU Commercial Ltd Pension Scheme.

Role Summary

Reporting to the Senior Pensions Officer, 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
- Supporting the roll-out of Employee Self Service facility
- 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 FRS17, HEA quarterly reports, internal and external audits (including the CA&G) and replying 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

Candidates must hold a leaving certificate or equivalent, a recognised secretarial course or equivalent and three years' relevant experience with ideally at least two of which in pension administration.

In addition to the [internal service criteria](#), the ideal candidate 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 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 social skills 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.

Mandatory Training

Post holders will be required to undertake the following mandatory compliance training: GDPR and Compliance. Other training may need to be undertaken when required.

The Key Competencies for this post are as follows:

IT Skills: Willingly engages with new technology and proven ability to learn new systems. Has good Microsoft/keyboard skills. Has an understanding of and experience in the use of complex IT systems (e.g. large complex databases and collating data/reports).

Personal effectiveness and organisation skills: Is open and curious to learn and is responsive to changing situations. Adopts an open approach to taking on new tasks. Proactively plans ahead as appropriate. Monitors and reviews progress on all work plans. Demonstrates an ability to anticipate problems.

Communication: Conveys information in a clear manner; actively listens and engages. Listens carefully and asks questions to check understanding. Shows an ability to adapt style and approach to both internal and external audiences. Writes clearly with correct grammar and minimal jargon. Shows professionalism in all communications both internal and external.

Building and maintaining relationships: Has the ability to develop and maintain good working relationships with colleagues and others, within and outside the department. Works well with colleagues in order to share tasks and information. Takes a focused approach to developing relationships.