

Job Description

Job Title:	Trainee Corporate Pension Administrator
Location:	Jersey
Reports To:	Manager – Corporate Team

Purpose of Role:

To support the Corporate Pensions Team in delivering high-quality administration across Employer Schemes and for Individual Members. This Trainee role plays a key part in ensuring the smooth and accurate handling of processes, helping the team meet deadlines and maintain service standards. With ongoing guidance and training, the role will develop the knowledge and skills required to contribute confidently to the wider team and deliver a first-class service in line with the Company's values.

Main Responsibilities:

- Supporting the processing of monthly contribution schedules, joiner and leaver notifications, and scheme changes in an accurate and timely manner.
- Providing leaver options to Clients and assisting with related correspondence for departing scheme members.
- Assisting with maintaining individual member records across internal systems.
- Drafting and issuing routine correspondence to Clients and scheme members.
- Issuing usernames and passwords to members, responding to basic access queries, and escalating where necessary.
- Preparing and sending valuations on request.
- Liaising with pension providers, employers, and other stakeholders to gather required information and support ongoing administration.
- Fostering positive working relationships with Clients and colleagues.
- Participating fully in training and development opportunities to build knowledge, confidence, and understanding of workplace pensions.
- Identifying opportunities to improve processes and workflows.
- Participating in projects as required.
- Performing other ad hoc duties as requested by the Line Manager and/or Directors.

Person Specification

Criteria	Essential	Desirable
Education/Qualifications	GCSE (or equivalent), including Maths and English in grades C/4 or above.	A-Levels or equivalent further education.
Experience	None.	Office-based administration experience.
Knowledge & Skills	- Numerical & written communication. - Attention to detail & accuracy - Basic IT skills.	- Awareness of pensions or financial services. - Proficient in Microsoft Office.
Behaviours & Attributes	- Willingness to learn & develop - Proactive approach to tasks. - Reliable, good timekeeping and organisational skills. - Able to work well in a team and take direction. - Trustworthy and able to handle confidential information.	Interest in pursuing a long-term career in financial services or pension administration.

Core Competencies

Competency	Description
Attention to Detail & Accuracy	Delivers error-free work, reviewing Client records and documentation for accuracy.
Communication Skills	Communicates clearly and professionally, ensuring understanding with Clients and colleagues.
Organisational Skills & Time Management	Prioritises tasks effectively, managing time to meet deadlines and handle multiple tasks.
Teamwork & Collaboration	Collaborates well with colleagues, sharing information and supporting team objectives.
Initiative	Takes proactive steps to resolve issues and improve processes without needing direction.

Rossborough Financial will provide full training on all aspects of the role, including our Client database and document management systems and our processes and procedures for managing time-critical financial transactions.

Relevant qualifications are encouraged and will be supported in line with our internal procedures.
