

JOB TITLE: Team Support - Employee Benefits

DATE: 1 April 2023

REPORTS TO: Team Supervisor

LINE MANAGE: N/A

PURPOSE OF ROLE

- To provide administrative support to the Employee Benefits team, to ensure that they have timely and accurate information
- Ensure that client records are kept fully up to date with all related correspondence uploaded and correct indexing to appropriate systems

KEY RESPONSIBILITIES

- Generate quotes from various providers
- Check format of data from clients and eligibility, and upload for scheme processing
- Prepare meeting packs for consultants, including governance meetings
- Complete post meeting housekeeping – including actions and updating systems
- Assist with administering new and existing schemes and respond to scheme queries
- Provide general administrative support to Employee Benefits team members, working closely with business support colleagues
- Maintain and update my talent development record, via the Beckett Academy App, ensuring my objectives are up to date and impact of any training is recorded

PERSON SPECIFICATION

ESSENTIAL

QUALIFICATIONS

- N/A

DESIRABLE

EXPERIENCE

- GRID foundation level training in Group Risk Insurance
- R01
- Providing accurate and timely administrative support

KNOWLEDGE

- Mandatory compliance training
- Pensions, group risk or healthcare
- Insurer offers
- Pension provider systems

SKILLS & ABILITIES

- Attention to detail/accuracy
- Computer literate and data management
- Analytical
- Good organisation and prioritisation
- Time management
- Ability to build and maintain relationships
- Communication – written and verbal
- Ability to follow rules and procedures
- Networking and building professional relationships

KEY PERFORMANCE INDICATORS

- ✓ Accurate information provided
- ✓ Client satisfaction and zero complaints
- ✓ Positive feedback from colleagues
- ✓ Task management (diary)

MAIN CHALLENGES OF THE ROLE

- Manage the volume and prioritisation of work

SIGNATURE

I agree to the above description of my responsibilities.

JOB HOLDER:

Signature:

Print Name:

Date:
