

The PENSIONS Advisory Service

About The Pensions Advisory Service & the role of Assistant Technical Specialist

The Pensions Advisory Service (TPAS) is here to give people professional, independent and impartial help with their pensions – for free.

Pensions can change people's lives. Most of us would like to be able to choose to stop work one day and choose how we live when we do. A good pension is a good way to achieve that. Our vision is a future where people are empowered to make the most of their pensions. To help empower people, we see our mission as giving people professional, impartial help with pensions - for free.

The role of an Assistant Technical Specialist is core to delivering this mission through helping us to provide high quality technical help to members of the public.

JOB DESCRIPTION

Job title: Assistant Technical Specialist (focus on Pension Wise service)

Reports to: Information and Guidance Team Leader

Salary range: £29,000- £31,000 (dependent upon experience)

Overall purpose of the role: Ensure the provision of quality services to the general public within the Information & Guidance team and deliver the Government's Pension Wise service.

The following are the main duties of the Assistant Technical Specialist role:

1. Provide accurate pension and retirement information and guidance to members of the public through our different communication tools, but with a particular focus on telephone and web services and the provision of the telephony based Pensions Wise service
2. Respond proactively to customer demand, working to agreed service delivery standards
3. Provide timely and accurate follow up information that adds value to the services provided and is clear and easy to understand
4. Contribute towards shared technical know-how in the office.

In addition, you may be required to process written enquiries to specified standards, assisting in drafting technical material for publication, carry out ad hoc projects to improve the service we provide, attend meetings and workshops etc, within the scope of the role.

PERSON SPECIFICATION

Experience, Knowledge and Qualifications:

1. Good foundation knowledge of pensions law and practice across a broad range of pension arrangements, occupational, personal and state pension.
2. An understanding and appreciation of wider retirement issues and non-pension assets, including state benefits.
3. Have experience of working directly with customers, dealing with enquiries requiring an immediate response, translating complex ideas and topics in a clear and concise manner.
4. A commitment to on-going personal and professional development; we may require you to undertake training within the scope of the role.
5. APMI or CII qualifications or equivalent in related areas desirable but not essential.

Skills, Personal Qualities and TPAS Values:

You will also need to demonstrate that you:



6. are good at dealing with members of the public
7. have excellent English written and spoken communication skills, able to translate complex ideas and topics into clear English
8. have an excellent telephone manner
9. are able to work as part of a team
10. have good organisational skills
11. use initiative to be flexible and take on tasks that may not be within the direct scope of the role
12. have good IT skills in Microsoft Office Suite

Our values are the foundation for our organisation and the service we provide. We are looking for people who will share our values and help us to live them through the work we do.

At The Pensions Advisory Service, we are here to help people with their pensions questions. We listen to people. We treat them with respect and keep their information private. We always remember how personal and complicated pensions can be.

We believe in pensions. We believe that a good pension has the power to change people's lives. We take every opportunity to talk about pensions, and promote them. We know our subject. We are experienced professionals. We are always developing what we know and what we do. We are independent and impartial. We do and say what we believe is right. We have no agenda.

If you work for TPAS we want you to be proud of TPAS and love what we do. It is very important to us that TPAS is a great organisation to be part of.

If these values resonate with you, we would love to hear from you.