Role Profile

zamara
Powering Prosperity

Job Title	Pension Administration Associate
Main Purpose	This role exists to address the administrative aspects of pension schemes in order to drive data integrity, client satisfaction and client retention.
Division/Department	Operations & Administration
Grade	TBC
OFO Code	TBC
Formal Qualifications	Bachelor's Degree in a Business-related field Professional qualification in Actuarial / CPA / ACCA / CII / CFP will be an added advantage
Required Experience	Entry Level
Reporting structure	Team Leader
Key Result Areas	**Key Responsibilities**
Database Administration	• Providing annual audit data to actuary / fund accountants and responding to queries • Verification of fund data and loading the information onto the system • Preparing and reconciling member records. • Processing withdrawal requests for members within set standards • Maintaining member pension records (bio data, bank details, emails) and updating contributions on the selected admin system • Providing annual member statements after allocation of interest • Supporting Team leaders and Administrators as required in ensuring team targets are met and set out procedures are followed.
Client Service	• Conducting member education and providing scheme / fund beneficiaries' information about their rights and responsibilities in respect to the pension scheme / fund. • Dealing with pension scheme / fund complaints, disputes, general enquiries and correspondence from members, advisers, trustees, fund managers and communicating with them appropriately
Operational Efficiency	• Preparing of quarterly returns for submission to RBM • Preparing monthly and quarterly administration reports • Processing and payment of additional interest to members who have exited
Technical and Behavioral Competencies	
Technical	• Knowledge of the Pension Act (2010) • Knowledge of directives governing pensions in Malawi • Knowledge of types of schemes
Behavioral	• Team player • Client Service Orientation • Ability to work under pressure with minimal supervision • Good time management skills and the ability to organize and prioritize own workload. • Strong Organizational Skills • Good Communication skills
	Training Needs
Pre- Employment	• Business Etiquette • Vocational Training
Post-Employment	