

Role Profile

SECTION 1 Brief Description

Role Title: Apprentice Business Support Assistant

Grade: A

Reports to: Customer Services Manager

Profile updated: June 2020

Team/Service: Customer Services

SECTION 2 Job Family Description

The role profile describes the general nature of the work performed at this level. It is not intended to be a detailed list of all duties and responsibilities that may be required. The role will be further defined by annual objectives, which will be developed with the role holder. SYPA reserves the right to review and amend the job families on a regular basis.

SECTION 3 Role Purpose Including Key Outputs

To assist with administrative support to the Pensions Administration teams in relation to a range of business support functions including, but not limited to, scanning and indexing incoming and outgoing post and dealing with first point of contact enquiries.

The post holder will assist with a range of data verification exercises aimed at ensuring continuous improvement to the quality of data held on the Authority's pensions administration systems. This will range from verifying personal data checks such as address tracing and mortality screening through to validation of individual scheme member and employer data.

Apprentice Business Support Assistants may also assist in carrying out some routine individual and bulk case work processing to assist in the effective administration of the pension scheme, including handling of data files received from the employers in the fund.

The post holder will assist with supporting the work of the Customer Centre by handling first point enquiries when required. This will include the handling of enquiries in relation to the online portals offered by SYPA as well as supporting the live web chat facility.

More widely, Apprentice Business Support assistants will provide administrative and secretarial support to various individuals and/or teams across the Authority as and when required.

SECTION 4 Team Context

The Customer Services team incorporates the Customer Centre which is the first point of contact for our scheme members and employers, as well as the administration unit which supports the functioning of the operational teams.

The administration unit works across the whole organisation providing an effective business support service to allow the operational teams to focus on their core functions. This role has a particular focus on supporting the Pensions Administration teams but there will be also be required to support other teams if required.

The Customer Services team has responsibility for ensuring that our communications with scheme members are subject to continuous improvement, whether this is through our online interactions with members or through other means of communicating (letters, newsletters, annual benefit statement etc).

The Customer Services team will also lead the Customer Services Excellence agenda and ensure that feedback from our customers is captured and acted upon.

SECTION 5 Line Management

None.

SECTION 6 Role Summary

Roles at this level support service users and/or staff as part of a specific service or team. They typically assist with providing administrative or procedural support working on a broad range of routine activities within well-established procedures. They will work in teams under the guidance of more senior colleagues and will be expected to be able to plan and organise their own workload, on an hour-to-hour and day-to-day basis within clear procedures.

They will need to understand the objectives of the department sufficiently to allow them to time and sequence tasks so that they can support the work of others effectively.

SECTION 7 Budget Responsibility

None.

SECTION 8 Representative Accountabilities

Analysis, Reporting & Documentation

- Organise information to agreed procedures by filing, data entry, checking/matching data etc to ensure accurate records are maintained.
- Prepare and dispatch a range of routine documents to meet the daily priorities in their area of responsibility.

Service Delivery

- Carry out administrative and/or support activities to contribute to the smooth running of the team.
- Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service to others.

Planning & Organising

- Organise routine meetings, make arrangements and booking under clearly defined instructions and maintain diaries.
- Help to prepare straightforward materials to assist in the effective organisation of internal/external activities.
- Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard.

Finance /Resource Management

- Follow set ordering procedures to ensure adequate, low value supplies and resources are available to meet office/work unit requirements.

Work with others

- Receive visitors and provide routine information in a courteous manner, to promote a positive image of the team.

Organisational

- Values – To uphold the values and behaviours of the organisation in self and others.
- Equality & Diversity – To work inclusively, with a diverse range of stakeholders, and promote equality of opportunity.
- Health, Safety & Wellbeing – To maintain high standards of Health, Safety and Wellbeing at work and take reasonable care for the health and safety of self and others. To have regard to and comply with the safeguarding policy and procedures as appropriate.

SECTION 9 Education, Knowledge, Skills & Abilities

- GCSE English and Maths – Grade 4 or equivalent

- Ability to apply health and safety, equality and diversity, and other SYPA policies and procedures.
- Competent in a range of IT tools.
- Ability to work with others to achieve objectives and provide excellent customer service.
- Ability to communicate clearly orally and in writing.
- Accuracy and ability to prioritise and organise own workload.

SECTION 10 Specific Qualifications and/or Experience

- Working knowledge of IT packages.
- Strong attention to detail to ensure accurate inputting and reporting of data.

SECTION 11 Values expected to be demonstrated at all times

HONEST & ACCOUNTABLE:

Telling it like it is, and taking responsibility for our actions even when we have made a mistake.

PROFESSIONAL:

Being highly skilled and competent and managerially applying rationality to decision making processes.

PROGRESSIVE:

Welcoming of change, while taking sensible risks and learning from our mistakes and from others.

EMPOWERING:

Providing the freedom for individuals to identify and implement solutions to problems.

South Yorkshire Pensions Authority is an equal opportunity employer and values diversity.
