



Title: Assistant Manager, Grade 7
Office: Facilities & Pension – People Engagement
Location: Castleforbes House, Dublin 1
Tenure: Temporary - 2 Year
Salary: €63,682 to €80,588
Reference: 399

This is a new role within SOLAS's People Engagement Team and will involve the leadership and management of Pensions, Facilities, and with oversight of Onboarding delivery. This role is initially for a two-year period. Secondment opportunities are not excluded.

Role Summary

Reporting directly to the People Engagement Manager, the successful candidate will have responsibility for:

- Managing and supporting the development and implementation of a professional pension service to current scheme members, former members, and retired scheme members
- Managing and supporting the hard and soft facility services of Castleforbes House, including operations, accounting, and financials. This includes maintenance, vendors, procurement, purchase of materials and equipment and supplies for the site and oversight of existing regional SOLAS sites.
- Supporting the Onboarding Clerical Officer in co-ordinating and providing a comprehensive onboarding experience for new joiners
- Line management of both pensions and facilities team

Pensions

The Pensions Unit at SOLAS looks after the pension queries and entitlements of current, deferred and retired members and their spouses. There are several schemes in place including the most recent Single Scheme.

Duties and Responsibilities

The Assistant Manager is responsible for leading, managing and having oversight of the pension's unit.

The unit consists of an Assistant Manager, a Project Officer, and a Project Assistant. It covers the following areas of work:

- Supporting all aspects of the day-to-day operation and administration of SOLAS' Superannuation Schemes, including the Single Public Service Pension Scheme, to ensure an efficient and effective service delivery
- Overseeing and supporting the administering of:
 - Superannuation / pension schemes including retirement benefits e.g. one-to-one meetings, preparation of benefits statements, employment history checks and transferring service, processing benefit payments

- Processing normal retirement, cost neutral, ill health and early retirement benefits - Death in service benefits - Family Law benefits and requirements
- Notional Service Schemes - Transferring previous benefits /reckoning previous service etc.
- Administration of Annual Pensions Declaration forms
- Administration of SOLAS' Professional Added Years Scheme.
- In conjunction with the People Engagement Manager assisting with the interpretation, analysis, and implementation of new pensions legislation and / or circulars issued via the DFHERIS, DES and DPER
- Supporting the development of appropriate systems and procedures to ensure compliance.
- Reviewing systems, policies, and procedures on an ongoing basis to deliver a quality pensions service
- Building and maintaining relationships with key internal and external stakeholders including scheme members, DFHERIS, DES, DPER, NSSO and SOLAS Pensions Consultant etc.
- Participating in committees and pensions forums as appropriate
- Creating and maintaining databases and filing systems as appropriate
- Compilation of all reporting requirements including FRS102, DFHERIS, DPER annual and quarterly reports, internal and external audits (including the CA&G) and responding to Government requests etc.
- Any other activities that maybe required from time to time in relation to supporting the administrations of SOLAS pension schemes
- Maintain and update a suite of Standard Operating Procedures, which will assist in the efficient and effective delivery of Superannuation Services
- To assume responsibility for his/her own professional development and safe work practice

Facilities

The Facilities section is responsible for the hard and soft services of the site to include operations, accounting, and financials. They also bear responsibility for the maintenance, vendors, procurement of materials and equipment and supplies for the site, along with oversight and support of other regional sites where SOLAS staff are currently based.

Duties & Responsibilities:

The assistant manager is responsible for:

- Managing direct reports
- Following and being compliant with all EH&S regulations of internal and external customers and suppliers
- Developing business objectives, plans and budgets
- Benchmarking performance data across similar contracts and industries
- Agreeing and documenting performance targets with relevant clients, contracts, divisions, and stakeholders.
- Ensuring and implementing a contract performance measurement system to monitor and improve business processes
- Assisting in the identification of performance improvement opportunities

Qualifications and Experience

The successful candidate will have a minimum of 5 years administrative experience in a similar or related role.

Essential Requirements

A minimum of 3 years working in a pensions or finance role

A strong working knowledge of pensions schemes

A minimum of 3 years' experience in procurement processes

Desirable

Experience of large-scale public-sector pensions Schemes

Person Specification

The Assistant Manager will be expected to have the following skills & competencies:

- Strong organisational and prioritisation skills, with the capability to manage multiple priorities with competing priorities/deadlines
- Ability to challenge existing processes and introduce new approaches to improve quality and efficiency and actively be able to encourage and support creativity in the contract
- Ability and proven experience of developing effective relationships with key stakeholders to establish trust, credibility, and respect
- Excellent interpersonal skills
- Excellent IT skills with a high level of competency in MS Office applications e.g., Word and Excel.
- Experience of HR /Payroll systems would be an advantage.
- Excellent analytical skills with attention to detail
- An ability to deal with and resolve problems and escalate as appropriate
- An ability to innovate in respect of Pensions Administration
- Excellent communication skills, both written and oral
- Ability to work independently, proactively, and flexibly
- Ability to deal with confidential and sensitive information.
- Ability to deploy process improvement tools and techniques to schedule, plan, track, and correct process performance
- Motivation to obtain and ensure quality results to achieve total stakeholder satisfaction
- In addition, the Assistant Manager-Facilities and Pensions will have a working knowledge of pensions legislation with reference to the Public Sector Schemes.