

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Administrative Project Assistant (Temporary)	Grade: Scale 4
Section: Pensions Shared Service	Directorate: Finance
Responsible to following manager: Pensions Administration Manager	Responsible for following staff:
Post Number/s: TBC	Last review date: September 2026

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

1. To support the Pensions Manager in the delivery of a project to review and update member and beneficiary records across the Pensions Shared Service.

2. To undertake casework, research, data validation and administrative activities required to ensure pension records are accurate and up to date. The postholder will receive training and guidance on pension administration processes and relevant legislation.

Specific Duties and Responsibilities

1. Responsible to the Pensions Administration Manager for the completion of allocated project work.
2. Reviews and verifies member and beneficiary records, identifying discrepancies, missing information and data quality issues.
3. Inputs, updates and maintains information on pension administration systems and associated databases, ensuring records are accurate and complete.
4. Contacts members, beneficiaries, employers and other organisations to obtain information required to support case reviews.
5. Responds to routine enquiries from members and stakeholders, referring complex or technical matters to senior officers as appropriate.
6. Supports the review of pension records and benefit calculations by gathering, checking and validating information from a variety of sources.
7. Assists with the maintenance of electronic and paper records, ensuring information is stored securely and in accordance with data protection requirements.
8. Produces correspondence, reports, spreadsheets and other documentation to support project delivery.
9. Monitors progress of allocated cases, ensuring work is completed accurately and within agreed timescales.
10. Assists with quality assurance activities, including checking data, reviewing records and escalating potential issues to senior officers.
11. Supports wider project activities as directed by the Pensions Administration Manager and contributes to continuous improvement initiatives.
12. Undertakes any other duties commensurate with the grade as required by the Pensions Administration Manager.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.

- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Person Specification

Job Title: Administrative Project Assistant (Temporary)	Grade: Scale 4
Section: Pensions Shared Service	Directorate: Finance
Responsible to following manager: Business Change Manager	Responsible for following staff:
Post Number/s: TBC	Last review date: September 2026

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of relevant ICT packages including Word and Excel and the ability to use them effectively.	✓		A,I
Skills	Essential	Desirable	Assessed
Ability to work as a team to produce high quality work.	✓		A,I
Ability to set own priorities and adapt to changes in working conditions	✓		A,I
Possess good verbal and written communication skills	✓		A, I, T
Able to learn quickly and apply new concepts	✓		A,I
Excellent mathematical skills and the ability to incorporate complex rules into calculations.	✓		A, I, T
Ability to quickly understand complex rules and explain them clearly and concisely	✓		A,I
Able to demonstrate excellent customer care skills	✓		A,I
Able to suggest quality improvements	✓		A,I
Ability to work as a team to produce high quality work.	✓		A,I
Qualifications	Essential	Desirable	Assessed
Minimum of 5 GCSE's or equivalent at Grades A-C including Maths and English.	✓		A,C

A – Application form / CV

I – Interview

T – Test

C - Certificate