

# Team Leader

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## Reward

£dependent on qualifications and experience

## Location

Cardiff

## Qualifications and Skills

We are looking for experienced candidates, with around 5 years' plus experience in a third-party administrator or an in-house pensions department, who have a strong technical understanding of DB & DC pension schemes.

You will have obtained professional pension administration qualifications and may be working towards further PMI or CII qualifications.

You will have excellent organisational skills, attention to detail and an aptitude for delivering over and above what is expected. You will also need to demonstrate exceptional communication skills and be a good team player.

## Role

You will lead a team of administrators and support the Head of Administration to ensure the effective administration of clients' pension schemes on a day-to-day basis and the management of the ongoing relationship and service delivery to the client.

You will be responsible for the line management of the team, workflow allocation, forging strong working relationships with internal and external teams, conducting internal audits to ensure retention of external accreditations, assisting the team with complex individual case work, checking and authorising work and monitoring SLAs. You will also seek ways to improve processes and procedures, participate in new business activities, carry out annual appraisals of the team and assist with the recruitment, induction and training of new members of the team. You will regularly assess your team members' achievements against objectives and carry out performance and development reviews.

## What next?

If you are interested in this role, please send your CV and covering letter to [recruitment@quantumadvisory.co.uk](mailto:recruitment@quantumadvisory.co.uk).