

JOB TITLE	SENIOR PENSION ADMINISTRATOR
REPORTS TO	HEAD OF LIFE AND PENSIONS
<p>PURPOSE OF THE POSITION:</p> <p>The position is responsible for the general overseeing of the daily administration of occupational and individual pension scheme operations. Key responsibilities include maintaining accurate member records, processing retirement benefit payments, preparing quarterly reports and member balances, distributing income and issuing member statements. The position also involves reconciling contribution schedules, posting data in the system, filing scheme returns with relevant authorities, responding to member and service provider queries, and supporting compliance requirements. The role supports the Business Development unit in achieving growth targets by contributing to the expansion of the company's portfolio in Pensions, Annuity, Group Life, and Group Credit products, under the guidance of a supervisor.</p>	
<p>KEY TASKS, DUTIES AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Ensures effective follow-up and resolution of client queries and complaints in coordination with direct reports, Third-Party Administrators (TLA), and brokers/intermediaries. • Facilitates presentations and training sessions for scheme members to enhance client understanding and engagement. • Coordinates and organizes client visits to strengthen relationships and maintain service standards. • Drives structured rollout of pension services to new institutional and retail clients through an active and targeted marketing plan. • Ensures all marketing materials, including presentations and branded merchandise, are up-to-date and relevant for client engagement. • Leads a proactive marketing program aimed at reaching organizations currently without pension schemes. • Collaborates with internal teams to facilitate business growth across pensions, corporate group business, and annuity products. • Keeps clients informed of new product offerings and industry developments to support cross-selling and client retention efforts. 	

- Oversees competitive bidding processes to secure Pension, Group Life/Credit, and Annuity business opportunities.
- Ensures accurate preparation and timely submission of Audit Data, Investment Policy Statements (IPS), and Defined Benefit (DB) Scheme Valuations.
- Provides reconciled and up-to-date member balances to support income allocation planning and facilitates accurate income distribution to member accounts.
- Ensures monthly preparation of individual member balances and reviews client contribution records for accuracy and completeness.
- Manages the preparation and approval process for discharge forms related to benefit payments.
- Ensures timely payment of all financial obligations including service provider fees, trustee allowances, consultancy fees, and member benefit payments (withdrawals and retirements).
- Submits fee computations promptly to accounts for timely invoicing.
- Guarantees settlement of all withdrawal payments and pension payrolls within agreed timelines.
- Maintains a comprehensive register of all scheme withdrawals and ensures monthly annuity payments are processed on time.
- Coordinates bank account reconciliations and collaborates with service providers to align on contributions and scheme expense reporting.
- Coordinates the scheduling of Trustee meetings for the calendar year in consultation with the Board Chairman and other trustees.
- Facilitates and actively participates in quarterly Trustee meetings and Annual General Meetings (AGMs), including presentation and advisory on quarterly reports.
- Oversees the preparation and submission of Trustee Papers for Board review and ensures accurate minute-taking and timely follow-up on action items.
- Organizes Trustee-related activities, including training sessions and member education programs, to enhance scheme governance and stakeholder engagement.
- Ensures timely preparation and submission of quarterly returns to the Retirement Benefits Authority (RBA) and maintains proper documentation for compliance purposes.
- Manages systematic filing, archiving, and retrieval of scheme documents and records in both hard and soft formats.
- Ensures comprehensive recordkeeping of scheme data, pensioner details, and member balances, with regular updates posted in the system on a monthly basis.

- Oversees issuance of member statements, computation of withdrawal benefits, and ongoing updates of member and pensioner records.
- Supports the administration of group life assurance schemes and ensures all benefit computations are completed accurately and in a timely manner.
- Participates in quarterly report review processes, ensuring continuous improvement and alignment with set quality standards.
- Promotes full utilization of ERP systems for scheme administration and recommends system upgrades where necessary to enhance operational efficiency.
- Maintains regular communication and correspondence with scheme Trustees to foster strong working relationships and ensure they are informed on emerging industry trends and updates from regulatory bodies such as the Retirement Benefits Authority (RBA) and Kenya Revenue Authority (KRA).
- Provides timely updates to Trustees on relevant legislative or regulatory changes impacting scheme operations.
- Actively participates in industry training programs to enhance professional skills and knowledge relevant to the role.
- Leads the mentoring and coaching of direct reports, including staff and interns, to support team development and capacity building.
- Oversees the performance management of direct reports through ongoing evaluation and feedback.

REQUIREMENTS

- Bachelor's degree in Actuarial Science, Economics, Mathematics, or related field from a recognized University.
- 3 years of relevant experience in Pension.
- Professional Qualifications in Insurance e.g., ACII/AIIC or equivalent.

HOW TO APPLY:

If you are interested in the position and have the required qualifications, skills and experience, kindly [Click Here](#) and apply on or before **Friday, April 18, 2025**.