



Newcourt Pensioneer Trustees Limited

Father Mathew Hall, 131 Church Street, Dublin 7

Vacancy: Manager of Newcourt Pensioneer Trustees Limited

Our Company

Newcourt Pensioneer Trustees Limited (NPT) in conjunction with its associate company Newcourt Retirement Fund Managers Limited specialise in the provision of self-invested pension products.

We are one of the few providers in the market that offer a full range of pension products on a self-invested basis. This includes Small Self-Administered Pension Schemes, Personal Retirement Savings Accounts, Personal Retirement Bonds and Approved (Minimum) Retirement Funds. Our products offer clients flexibility and real choice when it comes to their pension investments.

We also offer corporate trustee services to defined contribution pension schemes.

In addition, we provide extensive technical expertise to our financial advisors and clients in all areas of pension planning and legislation.

The role

We are looking for an experienced, results focused Manager for Newcourt Pensioneer Trustees Limited (NPT). You will be responsible for overseeing the day to day operational activities of NPT and working with the team leader to ensure a first class service is delivered to our financial advisors and clients. You will support the staff of NPT to achieve their performance goals of excellent customer service, producing a high level of accuracy of work, relationship management, and compliance and risk management. You will be required to use your pensions and product knowledge in upskilling staff to support their learning and development.

The IORP II Directive was transposed into Irish law during 2021, you will play a key role in assessing the implications of the Directive for our business, and ensuring we are business ready by implementing any necessary changes to policies and procedures.

You will also be responsible for improving performance, productivity, and identifying and delivering process improvements to achieve a more cost efficient way of working.

Tel: 01 8280070 **Fax:** 01 8726038 **DX:** 1103 Four Courts **Email:** info@newcourttrustees.ie **Web:** www.newcourttrustees.ie

Newcourt Pensioneer Trustees Limited is approved as a Pensioner Trustee by the Office of the Revenue Commissioners and a Registered Administrator by the Pensions Authority. Registered Address: Father Mathew Hall, 131 Church Street, Dublin 7. Registered in Ireland. CRO No 251030. A private company limited by shares and having a share capital.
Directors: Gerard Keane, Mark Keane and Daniel McGill. VAT Number: IE 8251030 G



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Responsibilities

The responsibilities of the role relate to three main areas:

1. The proper administration of our Small Self-Administered Pension Schemes (SSAPS) – this involves ensuring we provide a first class service on all day to day administration tasks as well as ensuring we complete the annual benefit statements and scheme accounts in an accurate and very timely manner.
2. The provision of our corporate trustee services, demonstrating full regulatory compliance with a very strong foundation in place allowing us to add new schemes in a cost effective way. You will work closely with our trustee consultant, and support them to complete their responsibilities.
3. Assessing and implementing change as a result of upstream regulation, in particular the IORP II Directive.

Your responsibilities will extend across Operations, People Management, Compliance and Information Technology (IT).

Operations

- Ensure that a high quality customer service is delivered across NPT to our financial advisors and clients by ensuring the accurate and timely completion of all work items
- Regularly evaluate the efficiency of business processes in line with organisational objectives and apply continuous improvements
- Ensure up to date team procedures are in place and implemented
- Budget and resource management
- Development and implementation of business plans
- Work with the Director of Operations, contributing to the decision making of operational activities

People Management

- Working with the Team Leader to ensure the proactive management of the team including clear communication in relation to expectations, goalsetting, development plans and performance reviews.

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- Provide and seek regular feedback from the team through both individual and team meetings
- Deal quickly and professionally with any staff performance issues
- Deliver training to staff to help increase their pensions knowledge and customer service skills
- Strategic resource management and future planning for NPT
- Identify opportunities to enhance the employee experience and fully support our employee wellbeing programme
- Personally develop your pensions knowledge and knowledge of the business

Compliance

- Ensure the operational side of the business of NPT is continually meeting the requirements of our regulators which include the Pensions Authority, the Revenue Commissioners and the Central Bank of Ireland
- Be familiar with the implications of the IORP II Directive and ensure all necessary steps are taken for NPT to fully comply with the Directive
- Work with the Compliance Manager to review the findings of audits and implement improvements as required
- Ensure all monitoring and reporting requirements are being met by staff
- Understand the operational risks we face and ensure the team are aware of the risks and the controls we have in place to mitigate these risks

Information Technology (IT)

- Gain a good understanding of our IT systems and propose developments that will bring about efficiencies in the way we work
- Monitor progress of existing IT projects and ensure all change meets operational objectives
- Assist in formulating future IT project requirements and agree plans with the Directors and IT providers

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The ideal person:

- Strong people management skills and experience
- Well-developed operations management experience with the ability to lead a team with multiple service responsibilities
- Excellent organisational and leadership abilities
- Strong understanding of pensions legislation and Revenue rules
- Strong pensions technical knowledge with the ability to coach and develop staff
- Outstanding communication skills
- Strong and demonstrated ability to multi task and effectively manage competing demands and priorities while ensuring a high level of accuracy of work produced by the team
- Experience in change management and process improvement
- Holds relevant industry qualifications (for example QFA, RPA, AIIPM, ACII)
- Strong working knowledge of MS Office packages

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