PK | EMPLOYEE BENEFITS

Job title - Employee Benefits Administration
Department – Employee Benefits
Location – Kent Science Park, Sittingbourne
Duration – Permanent (subject to satisfactory completion of 3-month probation period)
Hours per week – Monday to Friday, 9.00 – 17.30. Flexible working with 3 days in the office (subject to satisfactory completion of 3-month probation period)

Background – PK EB support employers and their employees with all elements of their benefits and personal finance. Delivering first class, proactive service for all clients.

What the role will entail, but is not limited to -

- Processing of client, provider and adviser queries by email, letter and phone.
- Company new joiner processing:
    - Issue new joiner e-mail (database e-mail and employer specific e-mail).
    - Send relevant benefit invites and action any additions – notifying company of any changes to payroll.
- Maintain the company database
    - Update and action new joiners.
    - Update and action leavers.
    - Address changes – in turn updated relevant providers.
    - Benefit level amendments.
    - Bulk data downloads.
    - Issue App launch e-mails and assist with login queries.
- Processing Letters of Authority from clients:
    - Explain transfer process and send LOA.
    - Send LOA's to providers and follow up until info received, keeping client updated in the meantime.
    - Contact client with results (policy summary and projection of benefits including all policies).
    - Arrange call with adviser if suitable and available to client based on company service agreement.
- Transfers
    - Generating transfer paperwork and issuing to employee.
    - Update transfer tracker.
    - Chase transfer paperwork periodically 3 times, if no response, close case and update records.
    - Once transfer paperwork received – issue to providers, update database and spreadsheets.
    - Chase until completion and keep client informed.
- Processing of Group Personal Pension monthly contributions
    - Actioning new joiners/leavers.
    - Checking amounts correlate to what they should be.
    - Ensuring everyone is auto-enrolled when they should be.
    - Upload file to Desktop app to update DB with the new information.
- Communicate with existing and former clients, providers and advisers via e-mail, letter and phone.

- Issue Flexible Benefit windows to clients who have selected these, in turn setting up the selected benefits, liaising with the employee to cease any previous selections that were not re-selected, and also communicate to the employer the choices made and any payroll changes needed.
- Correspond with advisers and employers to arrange employer meeting days, once arranged issue invitations to employees.
- Generate meeting day paperwork/diary entries for adviser.
- Support employers/employees beneficiaries in benefit ~~death~~ claims for Pension/Life/Income Protection.
- Support employers/employees with any Private Medical Insurance claims/issues.
- Supporting re-enrolment for employers and advising of employees to be re-enrolled. Processing the re-enrolment with the provider once month is agreed.
- Liaising with employees and employers to make any requested changes to contribution amounts/bonus sacrifices, ensure all records are updated with the details and the relevant form is completed for audit purposes.
- Supporting employees with the auto-enrolment process, explaining the regulations and statutory amounts as chosen by the employer, and helping action any opt outs.
- Obtain, check and issue invoices (PMI, GLA, GIP, Cash Plan & Dental).
    - Save the invoices to the company file.
    - Update individual EE premiums on internal DB.
    - Issue invoice to employer.
- Sending communications to employees regarding salary sacrifice, AE rate changes, claiming back higher rate tax etc and assisting with any relating queries.

Reporting to – Vicky Rouse (Employee Benefits Team Leader)