

PENSION ADMINISTRATION MANAGER

Location: South Croydon – primarily office-based, with the option to work from home 2 days per week

Full-time: 9:00 – 17:00, 35 hours per week

Salary: Competitive, based on experience

This is an opportunity for a pension administration professional to lead a team and oversee the delivery of complex schemes. You will be responsible for guiding your team, optimising operations, and managing relationships with internal colleagues and third-party partners, ensuring excellence across all aspects of scheme administration.

What you'll be doing

Team Leadership & Development

- Leading and supporting a team of administrators, providing guidance, coaching, and feedback
- Monitoring workloads, service levels, and output quality
- Organising regular team check-ins and development discussions
- Acting as a point of escalation for complex queries and issues
- Supporting onboarding, training, and development for new team members

Stakeholder & Relationship Coordination

- Managing relationships with third-party partners, including unions and scheme custodians
- Coordinating with internal teams to ensure alignment and smooth operations
- Maintaining professional and collaborative engagement across all stakeholder interactions

Scheme Administration & Operations

- Overseeing and maintaining accurate data across CRM systems and Excel reports
- Ensuring documents are processed, stored, and accessible efficiently
- Conducting audits to maintain compliance and data accuracy



- Managing operational workflows, prioritising competing deadlines, and resolving complex issues
- Communicating with clients and key partners to support smooth scheme operations

What We're Looking For

- Strong background in pensions and scheme administration (**essential**)
- Proven experience leading a team and delivering results through others
- Skilled at managing operational processes, workflows, and deadlines
- Confident in building relationships with internal colleagues and external partners
- Highly organised, proactive, and able to work independently
- Excellent written and verbal communication skills

Why Join Us?

- Work in modern, well-equipped offices in South Croydon
- Be part of a collaborative, supportive, and growing organisation
- Flexible working options available after probation
- Opportunity to take ownership of operations, team leadership, and stakeholder management

If you're ready to lead a team, optimise pension administration processes, and manage key relationships, we'd love to hear from you.

Apply now or reach out for a confidential conversation.