**Customer Services Senior Officer**

**Communications & Engagement Section**

**Employer:** Greater Manchester Pension Fund - Tameside MBC

**Location:** Guardsman Tony Downes House, Droylsden

**Working Pattern:** Full Time, but flexible arrangements may be considered

**Working Hours:** 36 hours per week

**Contract Type:** Permanent

**Salary: £28,770 - £31,364**

**About GMPF**

Greater Manchester Pension Fund (GMPF) is a regional pension fund that administers the Local Government Pension Scheme (LGPS). It is run by Tameside MBC and is based in Droylsden.

GMPF is one of the largest pension funds in the country and is the largest LGPS fund in the UK. We have over 414,000 members, over 600 employers and last year paid out over £880 million in benefits. 150 employees currently work within the Administration section of the Fund.

**Benefits of working at GMPF**

GMPF is a great place to work, and we have lots to offer our employees:

* Most roles are currently hybrid working with the option to work from home or in the office, though you may be asked to come into the office on certain days.
* Modern open plan offices in Droylsden with on-site parking, excellent public transport links and close to the M60.
* We offer flexible working for most posts.
* Automatic enrolment into the LGPS with generous benefits and life cover.
* Annual leave entitlement starts at 26 days plus bank holidays and ‘flexi time’.
* On-going training & development with career progression opportunities.
* Employee rewards & benefits scheme which includes discounts on gym memberships, cycle to work scheme, and health & wellbeing offers.

**The role**

We are looking for an enthusiastic individual with great people skills to join our Customer Services team. This is a great opportunity for anyone who enjoys meeting and helping others to join a team who are passionate about delivering a high-level of service to all our stakeholders.

As a Customer Services Senior Officer, you will be able to demonstrate your ability to supervise colleagues, monitor workloads and provide support to team members. Key tasks for the Customer Services team include providing information and assistance to members telephoning and emailing GMPF’s helpline, providing face to face support to members at surgeries and roadshows and providing first line support to members accessing GMPF’s online portal, My Pension. Full training on all aspects of the role will be provided.

You will need to work closely with your manager and team to deliver an excellent and professional service to all our stakeholders. You will need to work well with other people as well as independently, be able to manage your time effectively and be able to develop good computer skills.

Full training on the LGPS and any other relevant legislation will be given.

**The application process**

Please visit our website careers page for guidance on how to complete the application form for this role <https://www.gmpf.org.uk/about/careers-and-current-vacancies>

The application process will involve both an interview and a task. More details about this will be provided if your application is successful.

For more information about GMPF in general please see our website at [www.gmpf.org.uk](http://www.gmpf.org.uk).

For an informal discussion about the role, please contact Mark Flannagan, Customer Services Section Manager, on 0161 301 7197.

**Ref:** XX

**Closing date:** 26th May 2024

**Interview Date:** W/C 3rd June 2024