

Employer Support Officer – Employer Services Section

Employer:	Greater Manchester Pension Fund - Tameside MBC
Location:	Guardsman Tony Downes House, Droylsden
Working Pattern:	Full Time
Working Hours:	36 hours per week
Contract Type:	Permanent
Salary:	£28,142- £30,518

Support employers and team members, inspire change and help shape the future of pension services as our Employer Support Officer

About GMPF

At Greater Manchester Pension Fund (GMPF), we are dedicated to securing the financial well-being of our 436,000 members. Every year, these members entrust us with their contributions, which we strategically invest to provide them with peace of mind for their retirement. In 2024 alone, we paid out over £880 million in benefits, fulfilling our promise to deliver financial security to our members.

Our 175 pensions administration colleagues collaborate with over 700 employers, including local authorities across Greater Manchester, the National Probation Service, academy schools, and housing associations. Together, we calculate and deliver pension benefits with precision and care.

The Opportunity

We are looking for an enthusiastic, committed and customer focused person to join our Employer Support team. This is a great opportunity to join a team who are passionate about delivering an exceptional service to our employers, members and stakeholders.

As Employer Support Officer, you will:

- **Develop employer relations and provide support:** Act as a liaison with employers, providing guidance on data submissions, resolving discrepancies, improving data quality and fostering strong working relationships.
- **Support the delivery of objectives:** Support your Team Manager in delivering the objectives set for the Employer Support section.
- **Determine priorities:** Be responsible for managing and monitoring your own workloads and complete tasks allocated to you within the allotted timescales.
- **Data Processing:** Undertake data processing tasks, update and manage member data, ensuring records are complete, current and compliant with data protection regulations.

- **Support Continuous Improvement:** Contribute to the review and enhancement of operational processes identifying opportunities to improve service delivery.
- **Collaborate with Team Members:** Work closely with colleagues to ensure consistent service delivery and share knowledge and best practices.

This is a fantastic opportunity for a detail-oriented and proactive individual to contribute meaningfully to make a positive impact on the service provided to our employers.

Why Join GMPF?

At GMPF, we value our employees and are proud to offer:

- **Flexible hybrid working arrangements** – work from home or in our modern, open-plan offices in Droylsden, which feature on-site parking, excellent public transport links, and proximity to the M60. Hybrid flexibility is available after training and demonstration of role competency
- **Generous benefits package** – automatic enrolment into the Local Government Pension Scheme (LGPS), offering comprehensive benefits and life cover
- **Excellent leave entitlement** – starting at 26 days annual leave, plus bank holidays and flexible working hours (flexitime)
- **Training and career development** – access to ongoing learning and progression opportunities
- **Employee rewards and perks** – discounts on gym memberships, a cycle-to-work scheme, a car leasing scheme and various health and wellbeing offers

Apply Today

If you have the ambition, expertise, and drive to excel in this role, we'd love to hear from you. For an informal discussion about the role, please contact Joelle Heslop, Employer Support Section Manager, on 0161 301 7220.

Please read the attached recruitment guidance document or visit our website careers page for support with your application and interview.

<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.

Click 'Apply Now' to take the first step towards shaping the future of GMPF and making a difference to the lives of our members.

Closing date: 8th March 2026

Interview Date: W/C 23rd March 2026