**Communications Senior Officer (Customer Experience) – 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**

The 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:

* Modern open plan offices in Droylsden with on-site parking, excellent public transport links and close to the M60.
* 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.
* We offer flexible working for most posts.
* Automatic enrolment into the Local Government Pension Scheme with generous benefits and life cover.
* 26 days annual leave plus bank holidays.
* 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.

**Be part of our Communications team**

We are looking for an experienced and enthusiastic manager to join a brand-new team in our Communications section: The Customer Experience team. This is a great opportunity for anyone who has experience in the communications sector to join a team who are passionate about delivering a high level of service to pension fund members and other stakeholders.

As a Team Manager, you will be able to demonstrate your ability to plan effectively and support your Section Manager in delivering business objectives and driving initiatives. You will be responsible for producing communications materials for stakeholders, including content on the GMPF website and any promotional material, newsletters, and other literature. You will be required to line manage the Front of House team and Customer Experience team colleagues, providing direction, support, and guidance. You will also be responsible for developing customer journeys and helping to ensure that our members have a positive experience when interacting with us.

You will need to be able to interpret complex pensions information and to communicate that information clearly to others and be able to review regulatory and legislative developments and determine how these affect the work of your team. You must also be able to collect and analyse data about the work of your section and have a passion for delivering excellent customer service.

**The application process**

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

Please visit our website careers page for guidance on how to complete the application form for this role [Careers and current vacancies - GMPF](https://www.gmpf.org.uk/about/careers-and-current-vacancies)

There is one full-time role available. Applications for part-time working may be considered.

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 Hannah Barker on 0161 301 7237.

**Ref:** XX

**Closing date:** XX

**Interview Date:** XX