

Front of House Assistant - Communications & Engagement Section

Employer:	Greater Manchester Pension Fund - Tameside MBC
Location:	Guardsman Tony Downes House, Droylsden
Working Pattern:	Part Time
Working Hours:	29 hours per week over 4 days (Start time of 7am)
Contract Type:	Permanent
Salary:	£25,583 - £25,989 FTE (pro rata for part time hours)

Be the face of exceptional service and join our Front of House Team

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 individual with great people skills to join our Communications and Engagement 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 Front of House Assistant, you will:

- **Welcome and engage visitors:** Be the first point of contact for members and visitors, creating a warm, professional, and memorable first impression that reflects our values and service standards
- **Support daily operations:** Ensure the Front of House area runs smoothly by managing bookings, handling enquiries, and maintaining a clean, organised, and welcoming environment
- **Champion customer experience:** Actively listen to member feedback, resolve issues promptly, and escalate concerns where needed to continuously improve service delivery
- **Collaborate with teams:** Work closely with internal departments to ensure consistent communication and a seamless experience for all members and visitors

We're seeking a Front of House Assistant to help us get the day off to a smooth start. This role reflects the need for early coverage, with a start time of 7am. If you're someone who enjoys being part of a busy, welcoming environment from the moment the doors open, we'd love to hear from you.

Why Join GMPF?

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

- **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 position, please contact Ellis Gill, Communications & Engagement Section Manager, on 0161 301 7252.

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: 13th November 2025

Interview Date: Week commencing 1st December 2025