

Senior Pension Benefits Officer (Fixed Term Contract) - Member 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: Fixed Term (12 months)

Salary: £31,022 - £33,699

Empowering members, securing futures - be our next senior Pension Benefits 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. We pay out over £880 million in benefits each year, fulfilling our promise to deliver financial security to our members.

We have almost 200 pensions administration colleagues who 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 excited to announce the opportunity to join us as a Senior Pension Benefits Officer, in Member Services. This role places you at the core of Member Services on one of the pension benefit teams who are committed to delivering an exceptional service and providing outstanding experiences for our members.

As a Senior Pension Benefits Officer, you will:

- **Support your Team Manager in delivering team objectives**
Assist in achieving the team's goals by providing operational support and ensuring tasks align with overall objectives
- **Allocate appropriate work to team members**
Distribute tasks effectively based on workload and skill sets to maintain productivity and balance within the team
- **Undertake regular reviews of teamwork (with your Team Manager) to ensure compliance**
Monitor and assess completed work to confirm it meets statutory regulations and internal standards

- **Explain complex rules or processes clearly and appropriately to colleagues and members**
Translate technical pension regulations into understandable language for different audiences
- **Handle complaints effectively and apply learning from feedback**
Resolve issues promptly and use feedback to improve processes and enhance member satisfaction
- **Identify and implement training needs or process improvements**
Recognise gaps in knowledge or efficiency and take action to develop skills or refine workflows

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 exciting new role, we'd love to hear from you. For an informal discussion about the role, please contact Lauran Quigley, Member Services Section Manager, on 0161 301 7120.

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: 25th June 2026

Interview Date: W/C 13th July 2026