

PRIORITISE AND ORGANISE OWN PENSION ADMINISTRATION ACTIVITIES

PERFORMANCE CRITERIA	SCOPE
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. Prioritise your work activities to meet organisational objectives 2. Organise your work activities to ensure the effective use of all available working time and resources 3. Identify any problems likely to disrupt the work under your control 4. Rectify problems within the limits of your job responsibility 5. Promptly and clearly report any unresolved problems to the relevant person(s) with details of their effect on the progress of work 6. Promptly refer requests outside your responsibility to the relevant person(s) for resolution 7. Make all records relating to the work under your control complete, accurate and in line with your organisation's procedures 	<p>In meeting the performance criteria you must show you can:</p> <ol style="list-style-type: none"> (A) Prioritise and complete work to meet <u>both</u> of the following organisational objectives: <ol style="list-style-type: none"> (i) Scheme or organisational service level agreements (ii) Regulatory requirements (B) Make use of <u>all</u> of the following resources: <ol style="list-style-type: none"> (i) Colleagues (ii) Procedural guidelines (iii) Systems (C) Identify, rectify or report <u>four</u> of the following problems: <ol style="list-style-type: none"> (i) Incorrect or incomplete information (ii) Lack of availability of information (iii) Lack of resources (iv) System failures (v) Complaints from individuals or corporate clients (vi) Any other problem (must specify in assessment)

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Knowledge and Understanding

You must show that you know and understand:

- K1** Objectives, in order of priority, for the completion of work in your organisation
- K2** Who you must report problems to that you cannot resolve yourself
- K3** Awareness of regulatory and scheme timescales that affects your workflow and priorities
- K4** Use and operation of systems within the competency expected for your job responsibilities
- K5** The type of IT problems that fall outside your own job responsibilities and to whom you would refer these
- K6** The procedures in place to maintain security and confidentiality, including Data Protection Act