PRIORITISE AND ORGANISE OWN PENSION ADMINISTRATION ACTIVITIES

PERFORMANCE CRITERIA	SCOPE

You must be able to:
 	
 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
	In meeting the performance criteria you must show you can:
	
	 (A) Prioritise and complete work to meet <u>both</u> of the following **organisational objectives**:
	
	    (i) Scheme or organisational service level agreements
	    (ii) Regulatory requirements
	
	 (B) Make use of <u>all</u> of the following **resources**:
	
	    (i) Colleagues
	    (ii) Procedural guidelines
	    (iii) Systems
	
	 (C) **Identify**, **rectify** or **report** <u>four</u> of the following **problems**:
	
	    (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