



XAFINITY GROUP

«Centre of Excellence Administrator»

Contact information

Contact name Xafinity Group
Contact phone 08458736138
Location England, South East, Reading

Job details

Salary by agreement
Job type Temporary

Requirements

Ideally, be educated to A-level standard
Able to demonstrate ownership, responsibility and accountability for self
Be organised, methodical and logical in approach to tasks
Has high standards, excellent quality and customer responsiveness
Able to plan and then be flexible with that plan
Be proactive, having drive and commitment
Is able to work on own initiative
Able to communicate effectively
Has a can do attitude and takes pride in work
Pays attention to detail
Have the ability to work in a team towards company objectives
Have experience of working with MS Office products, such as Outlook, Excel, Word
Preferably have worked within an office environment before, although this is not essential

Job responsibilities

Deliver excellent front line customer service to customers via phone and email
Calculation and payment of scheme benefits in line with scheme rules
Creating letters and communication materials and sending to customers
Handling of member responses, maintenance of member records and database updates
Checking of data inputs and production of data extracts
Understanding and application of benefit structures, Trust Deed & Rules, HMRC guidance, PSO and Disclosure requirements
Collation of data for Management Information (MI) and production of MI reports
Provision of project and technical information both verbally and in writing
Ensuring that member claims are dealt with in accordance with SLAs and KPIs
Project work as directed by Team Leader or Manager in line with agreed plans
Liaison with Customers, Clients, Scheme Actuary, Consultants, Providers, Pension Payroll and third parties
Contribute to the development and maintenance of COE processes within an innovative team
Providing general office support
Compliance with business associated certifications including ISO and AAF accreditations where required

