**Principal Officer, External Pension Schemes-CPF/PO/EPS/2/26**

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| **Job Title:** | Principal Officer, External Pension Schemes |
| **Directorate/Division:** | External Pension Directorate |
| **Section/ Unit:** | External Pension Schemes |
| **Location:** | Nairobi |
| **Reports to:** | Relationship Manager, External Pension Schemes |
| **Direct Reports:** | Relationship Manager (s), Senior Officer(s) and Scheme administration staff |

**Job purpose:**

To take overall responsibility for the administration of external pension schemes, providing technical oversight, owning key client relationships, driving business generation and retention, and ensuring the highest standards of accuracy, compliance, and service delivery within a high-pressure administrative environment.

**Key duties and responsibilities:**

1. Take overall responsibility for the accurate and timely administration of external pension schemes, in accordance with each scheme's trust deed, rules, and applicable regulatory requirements.
2. Review and approve complex benefit computations, contribution schedules, and scheme transactions.
3. Provide technical guidance to Senior Officers and other staff on pension administration matters.
4. Keep abreast of changes in retirement benefits legislation and regulatory guidelines, and ensure scheme administration practices are updated accordingly.
5. Oversee and quality-control the reconciliation of scheme records, including contributions, benefits, and fund/custodian statements.
6. Review and sign off on reconciliation reports prepared by Senior Officers.
7. Ensure scheme records and documentation meet audit and regulatory standards at all times.
8. Coordinate and manage internal and external audit processes for external pension schemes.

9. Act as the primary point of contact and relationship owner for trustees, sponsors, and other key client stakeholders across external pension schemes.
10. Manage client expectations and resolve escalated queries and complaints, maintaining client confidence under pressure or in sensitive situations.
11. Prepare and present management and trustee reports, including scheme performance, compliance status, and administration updates.
12. Liaise with actuaries, fund managers, custodians, and auditors on scheme-related matters.
13. Actively drive business generation and client retention for external pension schemes, identifying growth opportunities within existing and prospective client relationships.
14. Lead or contribute to proposals, pitches, and presentations for new external pension scheme business.
15. Build and maintain a strong market network to support the Directorate's growth objectives.
16. Supervise, mentor, and develop the Relationship Manager, Senior Officers, and other administration staff.
17. Allocate and review workloads to ensure timely delivery against client and regulatory deadlines.
18. Support recruitment, training, and performance management of scheme administration staff.
19. Ensure full compliance with each scheme's trust deed, rules, and all applicable retirement benefits legislation and regulatory guidelines.
20. Identify and escalate operational, compliance, or client-relationship risks, and implement corrective action.
21. Contribute to continuous improvement of administration processes and controls within the Directorate.

**Knowledge, experience, and qualifications required**

**Academic & Professional Qualifications/Memberships to professional bodies:**

1. Bachelor's degree in actuarial science, Business Administration, Commerce, Finance, Economics, or a related field; a degree in Actuarial Science is an added advantage.
2. A relevant professional qualification in pensions or actuarial studies (or substantial progress toward one) is preferred.

**Working Conditions**

1. Office-based, high-pressure administrative environment with significant client-facing responsibility and strict regulatory/reporting deadlines.
2. May require extended working hours during peak periods, and travel to meet with clients/trustees as required.

**Experience Required:**

1. A minimum of 7–9 years' relevant experience in pension scheme administration, including demonstrated experience managing large or complex external pension schemes.
2. Prior supervisory or team-lead experience preferred.
3. Strong working knowledge of retirement benefits regulatory requirements.