Senior Officer, External Pension Schemes -CPF/SO/EPS/1/26

Job Title:	Senior Officer, External Pension Schemes
Directorate/Division:	External Pension Directrorate
Section/ Unit:	External Pension Schemes
Location:	Nairobi
Reports to:	Relationship Manager, External Pension Schemes

Job purpose:

To provide technical administration of external pension schemes, ensuring accurate record-keeping, timely reconciliations, and a high standard of client service, while contributing to business generation and client retention, within a fast-paced, deadline-driven administrative environment.

Key duties and responsibilities:

1. Administer external pension schemes in accordance with each scheme's trust deed and rules, and applicable retirement benefits legislation and regulatory guidelines.
2. Process member contributions, withdrawals, transfers, and benefit payments accurately and within agreed timelines.
3. Compute member benefits (retirement, withdrawal, death, and other benefits) in line with scheme rules.
4. Maintain up-to-date member records, including personal details, contribution history, and benefit entitlements.
5. Perform regular reconciliation of member contributions against employer remittances and fund manager/custodian records.
6. Investigate and resolve discrepancies in scheme records promptly and accurately.
7. Maintain organized, audit-ready documentation for all scheme transactions.
8. Support internal and external audits by providing accurate records and responding to audit queries.
9. Serve as a day-to-day point of contact for scheme members, sponsors, and trustees on routine administrative matters.
10. Respond promptly and professionally to member and client queries and complaints.

11. Prepare periodic reports (contribution schedules, benefit statements, reconciliation reports) for clients and trustees.
12. Escalate complex or sensitive client matters to the Relationship Manager in a timely manner.
13. Participate in business generation and client retention initiatives for external pension schemes, including supporting proposals, client presentations, and relationship-building activities.
14. Support the onboarding of new external pension schemes as required.
15. Work effectively within tight deadlines in a high-pressure administrative environment, prioritizing competing demands without compromising accuracy.
16. Perform any other duties as assigned by the Relationship Manager.

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.
2. Progress toward, or possession of, a relevant professional qualification in pensions administration is an added advantage.

Experience Required:

1. A minimum of 3–5 years' relevant experience in pension scheme administration; experience with large or complex external pension schemes is preferred.
2. Sound understanding of retirement benefits regulatory requirements.