

WTW – Pensions Administrator – Apprenticeship programme

About the Company

WTW is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, WTW has 40,000 employees serving more than 140 countries. Learn more at <https://www.wtwco.com>

About the Apprentice programme

The apprentice programme provides exposure to all aspects of our business, allowing you to develop your technical expertise as well as professional skills.

While on the programme, in addition to gaining on the job insurance experience, you will complete the insurance industry professional qualifications APA and QFA as well as a Bachelor of Arts (Honours) in Insurance Practice (Apprenticeship) which is Level 8 on the NFQ awarded by Atlantic Technological University (formally Sligo IT).

When you join WTW, you will receive a tailored induction and will be assigned a business supervisor and mentor to provide support throughout the scheme.

We can offer you a fun and engaging environment working with some of the best people in our industry. We will reward your efforts with a competitive salary and a very comprehensive benefits package including a generous discretionary bonus, a great pension scheme, healthcare, life assurance and other benefits.

We will work with you to enable you to reach your development goals and aspirations for your career at WTW. In return, we expect you to bring the commitment and drive to add significant value to the company.

About the Role

- Help to provide an efficient, professional service to meet all client/members' needs
- Working towards managing portfolio of pensions administration clients
- Maintenance of accurate and up to date scheme records
- Preparation of individual calculations and benefit statements
- Processing individual member queries
- Be a point of reference for standard automated cases.
- Communicate effectively with client/members via the telephone, remembering each caller will have a different level of understanding of pensions. Record each call as they occur.
- Deal with queries and requests by the use of standard letters.
- Identify areas where the service to clients/members could be improved
- Build a relationship with the clients.
- Monitor own workflow to ensure service levels are achieved.
- Assist in more complex / project work and help out with tier 1 & 2 clients within the team when required.

About You

- Focused, diligent & be committed to work and studying for a level 8 education programme at the same time
- Good PC skills – Outlook, Word and Excel
- Ability to communicate effectively (in both written and verbal form)
- Ability to prioritise and work under time pressures
- Excellent attention to detail required
- Willing to be part of a team

Benefits of Working in WTW

- This is an excellent opportunity to build a successful career within a global organisation while also earning a degree. In addition to our competitive salary and benefits package, we pride ourselves on the professional development of our staff, work life balance and promotion from within.

Interested applicants should ask themselves the following key questions before applying

- Do I meet the minimum entry level requirements?
- Do I have the self-motivation and time management skills to study at a BA (Hons) level and work at the same time?
- Can I be diligent and committed to all aspects of work, training and education?
- Do I have the ability to communicate effectively both with customers and in a team?

Application Process

Please email your CV to Catherine.Troy@wtwco.com.

WTW is an equal opportunity employer

WTW believes that effectively managing a diverse workforce is vital to our business strategy. We have an obligation to our organization, ourselves and our clients to hire and develop the best people we can find. We will continually review our policies and practices to ensure that all areas of the employment process (including recruiting, hiring, work assignments, compensation, benefits, promotions, transfers, company-sponsored development programs and overall workplace experience) are free from discriminatory practices. We are committed to equal employment opportunities at WTW.