

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



Pension Office

TOR- Assistant Pension Officer

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Owner	Pension and Claims	Version	V1
Classification	Public	Author	Shiufa Hussain
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Post: Assistant Pension Officer
Post Type: Permanent (Initial contract shall be 1 (one) year. The contract will be changed to a permanent contract on successful completion of performance appraisal at the end of year 1.)
Classification: Operational Level 1 Grade 1
Rank: OP1
Division: Pension Administration and Technology

Reporting Relationships

The Assistant Pension Officer will be reporting to Manager, Pensions & Claims.

Scope of Work

1. Processing pension claims

- Conduct quality checks of pension applicant information forms.
- Perform necessary checks and process statement of benefit submission forms received from different institutions
- Check and process court requests for information and court claims.
- Support additional functions of payouts and claims process area as needed.

2. Identifying overpayments and initiate recovery process

- Collect death information and verify death of members by contacting necessary sources and institutions.
- Identify new overpayment cases and initiate recovery process
- Continuous attempt to recover outstanding overpayments.
- Generate and update reports related to overpayments and recovery.

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3. Attend to other pensions related work

- Carry out all necessary tasks to dispatch notification relevant to the Pensions department.
- Monitor and follow up on notifications by contacting relevant personnel and institutions.
- Process collateralization request received from banks and financial institutions.
- Update necessary documentation within the department.
- Attend queries received in person, via phone calls or emails related to the Pension and Claims department.

In addition to the above, staff shall attend to any other task required by the department or the Pension office management on a short term basis.

Qualifications and Experience

A minimum of two passes in GCE A'Level examination and a pass in Dhivehi language in Higher Secondary School Certificate (HSC) examination

A minimum 1 year of work experience in a related area.

Desired Skills and Competencies

- Excellent and effective communication (verbal and written) skills, including the ability to prepare concise reports and deliver presentations, making and defending recommendations.
- Sound judgment in making decisions and resolving issues / problems.
- Should be highly organized and be able to work positively and constructively within high pressure
- Ability to manage and prioritize multiple tasks.
- Ability to evaluate systems and procedures and develop improvements
- Organizational, management and administrative skills and experience.
- Experience in using computers, Microsoft Office software package, QuickBooks and other relevant auditing and accounting software.

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