



ADVERTISEMENT FOR THE POSITION OF PENSIONS ADMINISTRATION ASSISTANT

KenGen Staff Retirement Benefits Scheme seeks to recruit a professional, a highly motivated and result oriented individual to fill the post of **Pensions Administration Assistant**.

Applications are therefore invited from qualified persons to fill the vacancy as per the matrix below:

No.	Job Title	No. of Vacancies
1.	Pensions Administration Assistant	1

JOB PURPOSE

The Pensions Administration Assistant is responsible for providing administrative and logistical support for the effective management and administration of the Pension Scheme, ensuring operational efficiency, adherence to established governance frameworks and alignment with the Pensions Administration Department's policies, guidelines and strategic objectives.

The role serves as an entry-level professional position within the Pensions function and supports the development of future Pensions Administration professionals.

KEY DUTIES AND RESPONSIBILITIES

Pension Administration Support

1. Maintain accurate and up-to-date Scheme records and files, including records of the section's activities.
2. Support the Assistant Pensions Administration Officer in calculating member benefits and processing pension-related transactions.
3. Ensure that all standard pension administration procedures are adhered to and that routine administrative tasks are completed accurately and within the required timelines.
4. Provide regular updates to the Pensions team on work in progress and outstanding activities.
5. Assist the Pensions team in maintaining effective pension administration processes, controls and compliance.

Member and Stakeholder Support

6. Support the Pensions team in liaising with Scheme members and their dependants.
7. Assist the Assistant Pensions Administration Officer in responding to member queries received by telephone, email and face-to-face.
8. Respond to clients in a timely and professional manner, providing relevant and accurate information.
9. Support effective stakeholder engagement and contribute to the delivery of quality member services.

Scheme Communication and Member Engagement

10. Support the Assistant Pensions Administration Officer in developing and coordinating Scheme communications to members.
11. Provide administrative and logistical support in organizing the Annual General Meeting for Scheme members.
12. Assist in ensuring that members receive timely and accurate information on Scheme matters and activities.

Records, Compliance and Controls

13. Maintain complete, accurate and properly organized Scheme records and files.
14. Ensure compliance with established procedures, policies and administrative controls.
15. Maintain appropriate records of member queries, actions and follow-ups to support effective service delivery, accountability and audit requirements.
16. Identify and escalate issues that may affect service delivery, compliance or operational controls.

Team and Departmental Support

17. Work effectively as part of the Pensions Administration team to support the Department's activities and objectives.
18. Provide general administrative support to the Pensions Administration function as required.
19. Assist in coordinating team activities and following up on agreed actions to ensure timely completion.

Meetings, Reporting and Coordination

20. Record accurate minutes of team meetings, including key discussions, decisions and agreed action points.
21. Follow up on outstanding actions arising from team meetings to support continuous improvement in service delivery.
22. Provide regular reports and updates to the Assistant Pensions Administration Officer on activities, issues and work in progress.
23. Support the Department with administrative, logistical, budget and audit-related activities as required.

Budget and Audit Support

24. Provide administrative support in the preparation and maintenance of documentation required for budget monitoring and audit purposes.
25. Maintain appropriate supporting records and documentation to facilitate internal and external audit requirements.
26. Assist with the coordination and provision of information required for pension administration reviews, compliance activities and audits.

Other Responsibilities

27. Perform any other duties as may be assigned by the Assistant Pensions Administration Officer, Pensions Administration Officer and the Senior Pensions Administration Officer.

KEY PERFORMANCE INDICATORS

Pensions Administration Processing

- Accuracy and completeness of pension administration transactions and records.
- Timeliness of processing member requests, benefits and pension administration activities.
- Completeness and accuracy of supporting documentation for pension administration transactions.

Records and Reconciliations

- Timeliness and accuracy of Scheme records and administrative reconciliations.
- Number of outstanding or unresolved discrepancies in Scheme records.
- Accuracy and completeness of member files and supporting documentation.

Reporting

- Timeliness of work-in-progress updates and administrative reports.
- Accuracy and completeness of information provided to the Assistant Pensions Administration Officer.
- Timely escalation of outstanding issues, discrepancies and member-related matters.

Compliance and Controls

- Compliance with Scheme rules, pension administration policies, procedures and established controls.
- Accuracy and completeness of records maintained for audit and compliance purposes.
- Number of audit findings or compliance issues attributable to the role.

Member and Stakeholder Service Delivery

- Responsiveness to member and stakeholder queries and requests.
- Timeliness and accuracy of information provided to Scheme members and their dependants.
- Quality and professionalism of support provided to members and internal stakeholders.

Administrative and Team Support

- Timely completion of routine administrative and pension administration tasks.
- Effectiveness of support provided in meetings, Scheme member events and communications.
- Accuracy and timeliness of meeting minutes and follow-up on agreed action points.

JOB SPECIFICATIONS

Academic Qualifications

Bachelor's degree in Insurance, Business Administration, Actuarial Science or any relevant or equivalent qualifications from a recognised university.

Professional Qualifications

Actively pursuing Professional Qualifications such as ACII, AIIK or equivalent or any other recognized Pensions Administration professional qualification.

Experience

A minimum of one (1) year relevant experience in Pension Administration.

Knowledge and Competencies

Technical Competencies

- Pension administration and member records
- Pension contributions and reconciliations
- ERP/pensions systems
- Budget monitoring
- Internal controls
- Microsoft Excel

Behavioral Competencies

- Attention to detail.
- Analytical skills.
- Accountability.
- Planning and organization.
- Communication skills.
- Teamwork.
- Professionalism.
- Integrity.

How to Apply

Interested and qualified candidates are advised to visit the Scheme's website for detailed job description for the role at <https://kengensrbs.co.ke/about-us/careers>.

Interested candidates for the above opportunity should apply online by filling in the application form from the following link:

- [Pensions Administration Assistant Application Form](#)

The application form **MUST** be filled in full. In addition, applicants should upload their National ID, application letter, detailed curriculum vitae including addresses of **three referees**, copies of academic and professional certificates and relevant testimonials on the application form.

The deadline for submission of all applications is on or before **30th September 2026 by 5.00pm.**

Canvassing will lead to disqualification. Only shortlisted candidates will be contacted.

CEO & Trust Secretary
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