

Terms of Reference

Post:	Manager, Pensions and Claims
Post Type:	Full time and permanent
Department:	Pensions and Claims Department
Division:	Operations

Reporting Relationships

The Manager, Pensions and Claims (MPC) will report to the Director, Operations.

The MPC is also expected to work closely with other department heads within the division, external consultants, auditors and other relevant stakeholders.

Overall Responsibilities

As the Head of the Pensions and Claims Department (PCD), the MPC will be responsible for the administration of all pension claims and payments. In addition, the MPC will also be responsible for overpayment identification and recovery, and attending to grievances related to pension payments.

Specific Duties

Specific duties of the MPC include the following:

- Developing, maintaining, updating and implementing standard operating procedures (SOPs) related to the department.
- Performing both automated and manual pensions and claims calculations.
- Managing and organising staff and activities of the department.
- Managing all process related to pension claims, bank account verification, disbursement and recovery.
- Communicating with relevant stakeholders.
- Sending required notifications to pensioners.
- Processing pension payments according to the agreed schedule.
- Attending to appeals and complaints.
- Identifying and deactivating ineligible or deceased members.
- Producing management reports and detailed statistics.
- Updating and managing member information.
- Identifying and updating overpayments.
- Managing overpayment recovery process.
- Checking payments related data for inconsistency and report to the relevant team members.

- Monitoring and applying monthly control checks to prevent overpayments and underpayments.
- Proposing creative ideas and working closely with other departments to enhance services provided by the department.
- Re-engineer relevant business processes to increase performance, efficiency and reliability.
- Representing MPAO as a member of the senior management team.
- Any other relevant tasks that may be required by the Director, Operations or the MPAO management.

Competencies and Skills

- Strong capacity to think in a logical, process-oriented manner.
- Organised and responsible, methodical approach.
- Well-developed business process skills.
- Keeping accurate records.
- Excellent time management skills, with the ability to deliver to deadlines in the face of challenging and logistical obstacles.
- Ability to plan, multi-task, prioritize and handle tasks simultaneously.
- Sound judgment in making decisions and in resolving issues.
- Should also be able to maintain effective working relationships, respond well to stress, and have good communication and situational management skills.
- Strong verbal and written communication abilities, in both Dhivehi and English Language.
- Ability to communicate effectively and appropriately, prepare technical papers, concise reports and deliver presentations, etc.

Minimum Qualification / Work Experience

- A Bachelor's Degree or an equivalent professional qualification in Business Administration, Management, Finance or Information Technology. Preference will be given to candidates with Master's Degrees in these areas.
- A minimum of 5 years of professional work experience (in a managerial capacity) in a related field.
- Experience in implementing operational procedures and leading a team of staff.
