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Pensions Administration Apprenticeship (2027)

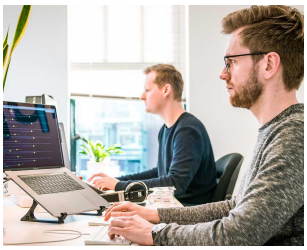
Location: **Leeds**

Posted: **29th October 2026**

Employer: **WTW**

Role type: **Apprenticeship**

Entry Requirements:



WTW is a global company that provides insights and advice on managing people, risk and capital for leading businesses.

Business

Financial services

Training provided

Award in Pensions Essentials qualification

Requirements

- GCSE maths and English at grades 9-4
- Focused on quality and customer service
- Able to work accurately when things get busy
- A natural communicator and team player
- Eager to learn and happy to grow your experience
- Computer literate

Minimum age

16

Description

You'll be the first person our clients and their people speak to when they have a question about their occupational pension scheme. Working with and learning from our experienced team, responsibilities include:

- Communicating with and supporting a wide range of clients and pension scheme members
- Providing a calm, empathetic and professional customer experience to our scheme members
- Handling and resolving queries yourself, while passing more complex issues onto other parts of your team
- Following our complaints procedure and make sure that the Senior Administrators are notified immediately of any complaints
- Taking part in regular training to broaden your knowledge and build your skills
- Building relationships with clients and developing your knowledge of their pension schemes

How to apply

Please apply on the **company website**.

To enquire about this role: