

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



Pension Office

## TERMS OF REFERENCE

### 1. Post Details:

<b>Designation:</b>	Assistant Pensions Officer (Temporary)
<b>Post Type:</b>	Temporary
<b>Contract Period:</b>	Initial contract shall be for a period of 1 (one) year. The contract may be extended based on the operational needs of the Pension Office, up to a period which does not exceed a maximum employment duration of 2 (two) years.
<b>Department:</b>	Pensions and Benefits
<b>Division:</b>	Pensions Services

### 2. Reporting Requirements

The Assistant Pensions Officer shall report to the Head of Pensions and Benefits.

### 3. Overall Responsibilities

Assistant Pension Officer shall be engaged in assisting in all pensions and claims related works.

### 4. Specific Responsibilities

- Perform necessary checks and process benefit claims submitted by the members and different institutions.
- Process applications received under different schemes offered for members of Maldives Retirement Pension Scheme (Housing Collateralization and Obligatory Hajj).
- Collect death information and verify death of members by contacting necessary sources and institutions.



- Carry out all necessary tasks to dispatch notification relevant to the Pensions and Benefits department. Monitor and follow up on notifications by contacting relevant personnel and institutions.
- Attend queries received in person, via phone calls or emails related to the Pensions and Benefits department.
- Data management and communication with members and stakeholders.
- Assisting other departments during official events and functions organised by the Pension Office.
- Carry out any other relevant work assigned by the Head of Pensions and Benefits.

## 5. Qualifications and Experience

- A Bachelor's Degree or equivalent professional qualification (MNQF level 7) in any discipline.
- No prior work experience is required. However, preference may be given to candidates with relevant work experience.

## 6. Desired Competencies

- Should be proficient in using computer applications, specifically Google Workspace or Microsoft Office.
- Should be fluent in written and spoken English and Dhivehi.
- Should have excellent communication skills.
- Should be committed to learning and development.
- Should be able to multitask and work within a very tight schedule.
- Should be able to complete tasks with a high level of attention to detail.
- Should have a positive attitude and excellent interpersonal skills.



-----