

**RBTT SERVICES LIMITED**  
**Human Resources Centre of Expertise**  
**Has a vacancy for a**  
**Manager, Pension & Savings Programs**

**JOB OBJECTIVE:**

Responsible for policy management and interpretation, issue resolution, administrative guidance, legislative compliance, communication and governance of RBC's pension and savings programs in the Caribbean.

**KEY RESPONSIBILITIES:**

**Policy Management:**

- Create documented, well understood, best practice processes and protocols for administrative policy interpretations and issue resolution.
- Resolve administrative escalations and issues as they arise, ensuring fairness and equitable treatment of members, taking into account individual needs, business needs and alignment with RBC's pension principles.
- Anchor clear accountabilities for policy interpretation and issue resolution..
- Assist in addressing unique business issues and providing solutions aligned with HR policy and RBC's pension principles.

**Employee Communication:**

- Assist with pension and savings written communication to employees and retirees – newsletters, annual pension report, benefit statements, KRC (intranet) content.
- Deliver employee sessions.

**Governance:**

- Prepare Pension Committee and Board material, including agendas.
- Keep abreast of legislative developments and ensure legislative and regulatory compliance.
- Manage vendor relationships and evaluate performance against service level agreements with each jurisdiction and market data.

**QUALIFICATIONS AND EXPERIENCE:**

- Actuary or proven solid technical expertise in Caribbean pensions
- Extensive knowledge of pension and savings programs and policies in the Caribbean
- BSc Management or Diploma in Human Resource Management or equivalent qualification

**CRITICAL SKILLS:**

- Practical and solution focused
- Excellent writing skills and ability to communicate complex concepts in simple manner
- Strong analytical and organizational skills
- Excellent interpersonal, communication and employee relation skills
- Self-starter
- Team player

**Interested persons should send their applications to:**  
**Mrs. Joy Phillips-Pajotte**  
**The Human Resources Department, 4<sup>th</sup> Floor, Royal Court,**  
**19-21 Park Street, Port of Spain**  
**or e-mail: [joy.phillipsajotte@tt.rbtt.com](mailto:joy.phillipsajotte@tt.rbtt.com)**

**Deadline for submission August 13, 2010**