

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



Pension Office

TERMS OF REFERENCE

1. Post Details:

Designation:	Assistant Pensions Officer (Temporary)
Post Type:	Temporary
Contract Period:	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.
Department:	Pensions and Benefits
Division:	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

- Completion of GCE A' Level or equivalent qualification (MNQF level 4).
- 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.


