



Company Details Confidential



#JOB-2423822



STANDARD LIFE ASSURANCE COMPAN, 90

St Stephen's Grn, Dublin 2, D02 F653



No of positions : 1



Paid Position



37.5 hours per week



34000.00 Euro Annually



08/12/2025



05/01/2026

How to apply

Application Method :

Not available



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online



Pensions and Investments Administrator

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Contract Type: Perm

Location: Dublin

Working hours: 37.5 hrs

Salary: 34k euro

Introduction and Background

With a natural flair for delivering good customer service you understand that customers stay with companies that meet their requirements. We are continuing to earn the loyalty of our customers through placing them at the heart of everything we do. Delivering best in class service is what we do and what our customers expects. Our business is in an exciting period of multi-channel growth and in order to continue to deliver this level of service we are looking for like-minded individuals to come and join our successful team.

Key Responsibilities

Provide excellent customer service to customers and intermediaries.

Process customer requests and administration accurately and within agreed service levels

Treat every interaction as an opportunity to build rapport, credibility and advocacy for Standard Life.

Identify opportunities to retain and grow the customers business with us.

Proactively provide accurate information and guidance for the customer to help them make informed decisions about their financial future and gain trust in our ability to help them.

Take opportunities to proactively promote alternative/lower cost service channels and explain the benefits of online technology to increase the use of self service and allow straight through processing.

Follow the correct processes to make sure that all your actions meet the conformance requirements.

Fulfil all the regulatory requirements of the role and ensure that your work is compliant and you treat customers fairly.

Identify the root cause of problems to prevent repeat failures.

Key Skills::

Proven track record of delivering good customer service to either internal or external customers.

Why choose us?

Bring your 'whole self', skills and dedication to the Phoenix Group and we'll recognise your effort, support your development and help to drive your ambition. We'll ensure you're rewarded for your contribution with a competitive package that includes an attractive pension, annual bonus potential, generous holiday entitlement, enhanced maternity and adoption leave and a range of other financial services and lifestyle flexible benefits.

- This vacancy is suitable for Remote/Blended working
- **Sector:** financial and insurance activities

Career Level

- Professional