

Title:	Administrator – Pensions Unit
Grade:	Level C
Department:	People Services
Division:	People & Global Markets
Reporting to:	Senior Executive, Pensions Unit
Location:	East Point, Dublin
Job Reference:	047.EI.26E
Salary:	€32,365
Closing Date:	27th July 2026

Applicants must have employment eligibility to work in Ireland and be available to work in the Enterprise Ireland location specified for the role.

Background

Enterprise Ireland's remit is to accelerate the development of world class Irish companies to achieve leading positions in global markets. Our clients, employing over 230,000 people across Ireland, make a significant contribution to the Irish economy. Our 2025-2029 strategy focuses on supporting Irish business to accelerate sustainably and increase their contribution to economic growth. The environment in which we and Irish businesses operate is constantly changing and Enterprise Ireland must be resilient and proactive in managing these risks and opportunities.

Role Purpose

The successful candidate will have responsibility for a broad range of administrative activities within the Pensions Unit. This includes conducting research and providing accurate, timely information to retirees and former staff who are entitled to a preserved benefit pension. The role also requires regular communication and engagement with retirees, bereaved family members and all relevant stakeholders.

The post holder will work as part of a small team to deliver an efficient, high-quality administrative service to current retirees, as well as former staff of the legacy Agencies regarding preserved benefit pension entitlements.

Key Deliverables

- Provide accurate and timely information to retirees, staff with preserved benefit entitlements under former legacy Superannuation Schemes, and bereaved families regarding their pension rights and payments.
- Accurately calculate pension benefits in accordance with the relevant pension scheme regulations.
- Liaise effectively with key stakeholders, including the HR, Pension and Payroll teams of EI, IDA Ireland, SFI, Shannon Commercial Properties, Mercer, Department of Enterprise, Tourism and Employment (DETE), and other external parties, on all pension-related matters.
- Manage sensitive stakeholder interactions, exercising sound judgement and escalating cases appropriately when required.
- Maintain accurate and confidential records for retirees on the CORE system, including personal information and payroll details.
- Assist in monitoring and managing the Pensions Unit mailbox, ensuring queries are addressed promptly and professionally.
- Conduct research on current and historical pension matters to support decision-making and case resolution.
- Contribute to the review and updating of pension scales, processes, and procedures, ensuring ongoing compliance and good practice.

- Support the implementation of the Service Level Agreement between Enterprise Ireland and the Department of Enterprise, Tourism and Employment on behalf of the Minister in respect of the relevant superannuation schemes.
- Provide general administrative support to the pension function and assist team members as required.

Functional Competencies (Key Skills & Knowledge)

- Proven ability to handle and process confidential, sensitive and time-critical data with a high-level of numeracy, accuracy and attention to detail is essential.
- Strong IT literacy, including proficiency in MS Word and Excel, and the ability to learn new technologies and Enterprise Ireland's systems is essential.
- Experience in managing and prioritising tasks to meet deadlines in a busy administrative environment is essential.
- Excellent communication skills, both oral and written, enabling clear and effective engagement with colleagues and stakeholders is essential.
- High standards of accuracy, risk awareness and sound judgement, particularly when working independently to resolve issues.
- Robust analytical and problem-solving skills, especially in interpreting complex information.
- Strong interpersonal skills, with a co-operative, flexible attitude and the ability to contribute positively within a team.
- Ability to gather, interpret and present information clearly, methodically and professionally.
- Clear understanding of confidentiality requirements, particularly when dealing with sensitive personal information.
- Demonstrated ability to absorb new information and a willingness to undertake training and ongoing professional development.
- Experience working in HR, pensions or financial administration is desirable.
- Knowledge or understanding of pension legislation and its practical application is an advantage.

Enterprise Ireland Behavioral Competencies

Results Focused

The ability to be outcome and results focused with regard to business priorities and organisational goals, monitoring progress and adjusting approach ensuring delivery against the appropriate timescales.

Innovation and Risk-Taking

Actively encourages new ideas, experimentation and measured risk-taking, while always being on the lookout for opportunities to continuously improve business processes and efficiencies within Enterprise Ireland and client organisations.

Problem Solving and Decision-Making

The ability to be decisive and take tough decisions about clients, people and costs to deliver sustainable results, using the analysis of information and situations to make logical and sound decisions.

Client Focused

The ability to provide an excellent client service focusing on client needs and building and maintaining effective personal and business relationships to advance clients' objectives and EI strategy.

Communicating with Impact to Influence Others

Communicates in a manner that will persuade, convince, and influence their own staff and others, both internally and externally, in order to motivate, inspire or encourage them to follow a particular course of action.

Teamworking

Co-operates with colleagues, shares information and respects the opinions and values of staff members. Understands the skills, experience and knowledge of staff members and maximises how these can be utilised to the benefit of the department, the organisation and the client.

Embracing & Leading Change

Understands the business agenda of Enterprise Ireland and embraces changes for area of responsibility and for external and internal clients.

Acting / Leading with Integrity

Communicates the Enterprise Ireland purpose, values and approach, acting genuinely and with integrity, in a manner that builds trust and engages and motivates others.

Networking

Establishes and maintains mutually beneficial relationships with colleagues and other networks for the purpose of sharing information.

Developing Yourself & Others

Creates an environment that enables you and others to excel in terms of job performance.

Salary Scale

€32,365 to €59,185 per annum contributory superannuation
Rising to **€61,115 & €63,059** by long service increments.

€31,061 to €56,377 per annum non-contributory superannuation
Rising to **€58,194 & €60,018** by long service increments.

Candidates should note that entry will be at the minimum of the relevant scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Subject to satisfactory performance, increments may be payable in line with current Government Policy.

**** Point of entry on this salary scale may differ from the minimum point of the scale if the successful candidate is a current public or civil servant. ****

Application and selection process

The selection process may include short-listing of candidates. The selection criteria will be based on the essential requirements of the position. It is therefore important that you provide a detailed and accurate account of where you believe your skills and experience meet the essential requirements. This must be presented in the mandatory application form (maximum 2 pages – template attached) accompanying your CV.

A complete application includes:

1. A completed mandatory application form
2. A copy of your CV

Failure to submit the mandatory application form and CV may result in your application not being considered.



To apply for the position, send a detailed CV and mandatory application form quoting the relevant job number **047.EI.26E** to enterpriseireland@osborne.ie or contact Mia Craddock on 01 638 4400 on or before Monday, 27th July 2026.

ISSUED BY THE HR DEPARTMENT ON MONDAY, 6TH JULY 2026.

Enterprise Ireland is an equal opportunities employer

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