

What does The Pensions Ombudsman (TPO) do?

We help parties (e.g. members, employers, trustees) who have an enquiry, complaint or dispute about their pension. The complainant can ask us to try to resolve their problem informally, or if they have gone through an internal dispute resolution procedure and are unhappy with the outcome (or by mutual agreement), then they can ask us to carry out a formal investigation. The service we provide is free, independent and impartial.

Volunteer Adviser Role description:

Main tasks

Help informally resolve pension complaints raised by members of the public against their pension provider. These are sent to you by the TPO Office in London to either your home, place of work, or electronically. These can range from clearing up a simple misunderstanding to a more complicated problem.

Skills, experience and qualities needed

Our advisers generally have over ten years' experience or over five years' experience with a pension qualification (e.g. Associate of the Pensions Management Institute (APMI) or similar). When dealing with all parties to the problem you will be expected to act constructively with tact and sensitivity. Good drafting skills, negotiating skills and the ability to be impartial are all qualities we look for or develop.

Time commitment

This very much depends on you. It can be as little as a couple of hours a month or it can be as much as you would like to give.

Support provided

- Reimbursement of out of pocket expenses.
- Mentoring programme to help build your confidence.
- Full technical and administrative support. You are never on your own.

Other commitments

You are required to:

- Attend an induction session lasting about one and half hours.
- Attend a new Volunteer Adviser training day.
- Attend a TPO workshop at least once every three years. Workshops qualify for continuing professional development (CPD) hours under the PMI scheme.
- Act in accordance with our Adviser guidance notes and Code of Practice.