



Brightwell Pensions Academy

Building your pensions career in Chesterfield

 Brightwell

Overview

Brightwell are a growing organisation that looks after occupational pension schemes for big organisations such as British Telecom and Mineworkers.

Our award-winning academy lasts for 6-9 months during which you will develop new skills and knowledge and put them into practice in your new team.

Your learning will be in small groups in a dedicated academy area and is delivered by a variety of methods and trainers, all qualified professionals. You will also have regular time with your manager to discuss your progress and how we can support you best.

You will be supported to complete the Pensions Management Institute's Award in Pensions Essentials (APE), and be able begin your journey to further qualifications too.



“Strong local employers who are committed to investing in and developing talent are key to the community.

I was delighted to visit Brightwell and see the great work they are doing with the Pensions Academy providing not just jobs but careers with real potential.”

Toby Perkins, MP for Chesterfield

What to expect

The Brightwell Pensions Academy is a blended learning programme aimed at nurturing and developing aspiring individuals to succeed in our industry.

What you can expect from us:

1. A blended learning journey to help you thrive in your role.
2. Time and dedicated resource to integrate you fully into your role and the organisation.

Dedicated, qualified, and experienced trainers to support your development

4. An opportunity to build your career with us.





At Brightwell, we are committed to helping all learners achieve their full potential, recognising that everyone learns, processes information, and thinks differently. Full learning and support will be given to you to ensure that you are given the skills and knowledge to succeed throughout your career.

We also value the ideas and insight you can bring to us that you have gained in previous roles or education. We encourage our Academy members to offer suggestions to help us improve, in short, we value you for being you from day one.

We are proud that our Pensions Academy successfully develops people of all abilities and support their growth into a pensions professional. We are committed to developing people who think for themselves and strive to be the best they can be.

Academy Timetable

Our Pensions Academy members follow the journey below:

Month 1

- Introduction to Brightwell and regulatory training.
- Systems and pension scheme knowledge training.
- Award in Pension Essentials (APE) Module 1 - Introduction to UK Pensions
- Skills training - Feedback skills.

Month 2

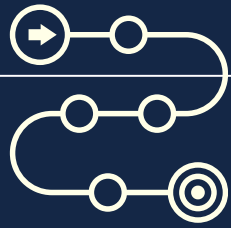
- APE module 2 - Disclosure and Whistleblowing.
- Scheme knowledge and task training.
- Skills training - Written communication skills.

Month 3

- APE Module 3 — Defined Benefit Pension Schemes.
- Skills training- Coaching Skills.
- Call listening and team integration.
- Scheme knowledge and task training.

Month 4

- APE Module 4 — DC Schemes.
- Scheme knowledge and task training.
- Skills training - Presentation skills.



Month 5

- APE Module 5 — Pension Scheme Design.
- Scheme knowledge and task training.
- Skills training - Call handling.

Month 6-9

- Team integration.
- Skills training - Navigating business change.
- Advanced system training.
- Graduation to Pension Administrator.



My journey in the academy



What was your background before joining Brightwell?

I studied up to A-levels (Law, Sociology and English). Before joining the pensions industry, I worked in a bunch of different retail and hospitality roles, including behind the bar in a pub and in Debenhams!

Why did you choose Brightwell?

None of my previous roles ever felt fulfilling and gave me the opportunity to help people when it mattered. Training to become a pension administrator came with a huge learning curve, but it's immensely rewarding as I'm speaking to vulnerable pensioners daily and helping them with their queries.



Adapting to the pension administrator role posed a big hurdle, however colleagues at Brightwell are really supportive and helped me gain confidence.

I particularly want to thank my mentors in the Pension Academy, and the operations managers in service operations. Their guidance has been essential to my success in the role.

Brightwell graduate Lottie talks about her journey through the pensions academy.

What was the best part about the academy?

I joined Brightwell as an Academy Pension Administrator in their very first Pensions Training Academy, and I was the first woman to graduate the academy in August last year, gaining APE and CPE qualifications. The course normally takes 12 months, but I completed it in just 8 months!

What have you gone on to do since graduating?

Since graduating I've:

- Transitioned into my role as a pension administrator, where I support BTPS members by handling case work and member calls. Talking to members directly has been a rewarding experience and I've learnt so much in such a short time.
- Contributed to various one-off projects, including collaborating with the Payroll and Finance teams on the retirements project.
- Attended PMI's annual Pinnacle awards ceremony in London, where the Brightwell academy received the award for Learning, Development, and Talent Retention. It was an exciting night and a well-deserved honour!

The Pensions Academy has won two industry awards:

- *Innovation in Learning, Development and Talent Retention - PMI Pinnacle Awards 2023*
- *Training Scheme of the Year - Professional Pensions Rising Star Awards 2023*



Academy Pensions Administrator (APA)

During their first months in our award-winning academy, our administrators are given a wide range of learning interventions to begin their journey to be a rounded pensions professional.

At around 6 months we gradually introduce them into our operations teams so that they are ready to graduate to Pensions Administrator.

An Academy Pensions Administrator receives a structured training plan that covers:

- Pension scheme and process knowledge
- Technical Pensions Training and PMI Qualifications (Award in Pensions Essentials)
- Skills and Professional Development.



Pensions Administrator (PA)



A Pensions Administrator at Brightwell is continually developed so they build a deep understanding of pensions, the scheme they look after, and our organisation.

Our Pensions Administrators benefit from development through:

- Attending pensions masterclasses
- Regular performance coaching sessions
- Further pensions qualifications

Senior Pensions Administrator (SPA)

A Senior Pensions Administrator, is responsible for supporting the management team as well as developing the people around them.

The role requires them to connect with the wider operational functions, to begin seeing Brightwell as a whole.

The learning we offer for our Senior Pensions Administrators includes:

- Further technical pensions training
- People skills & leadership training
- Secondments onto relevant projects

Operations Manager



The Operations Manager is responsible for effective delivery of day-to-day administration services to scheme members, monitoring performance of a team of administrators and supporting/enabling their development.

An OM makes tactical decisions to maximise the efficiency of the team.

Whilst in role, we support the development of our Operations Managers by:

- Offering the chance to undertake Pensions Qualifications
- Leadership training



Senior Operations Manager (SOM)

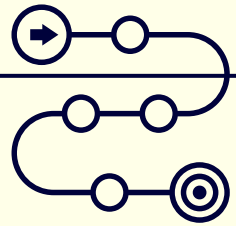
The Senior Operations Manager is accountable for overall service delivery, team growth and engagement with clients on day-to-day issues.

A SOM uses their strategic and client awareness to support delivery of plans for change which improve our current and future service offering.

Whilst in role, we support the development of our Senior Operations Managers by:

- Offering the chance to undertake Pensions Qualifications
- Leadership training





Academy Timeline

Year 1

Academy
Pensions
Administrator

Year 2

Pensions
Administrator

Year 3

Pensions
Administrator

Year 4

Pensions
Administrator
to Senior
Administrator

Graduate to
Pensions
Administrator
around Month 9

In Academy training
until month 6

Become a senior
Pensions
Administrator

Scheme Masterclasses

Project Support (on-the-job learning)

Secondments

Pensions Management Institute qualifications

Award in Pensions Essentials

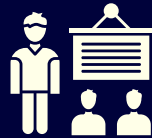
Certificate in Pensions Essentials

Taylor's Journey



Taylor joins Brightwell as an Academy Pensions Administrator

Taylor moves from the training environment into the live team to complete his learning. He passes Award in Pensions Essentials.



Taylor graduates from the Academy, becoming a Pensions Administrator.

He completes further scheme and pensions training, and passes his CPE.

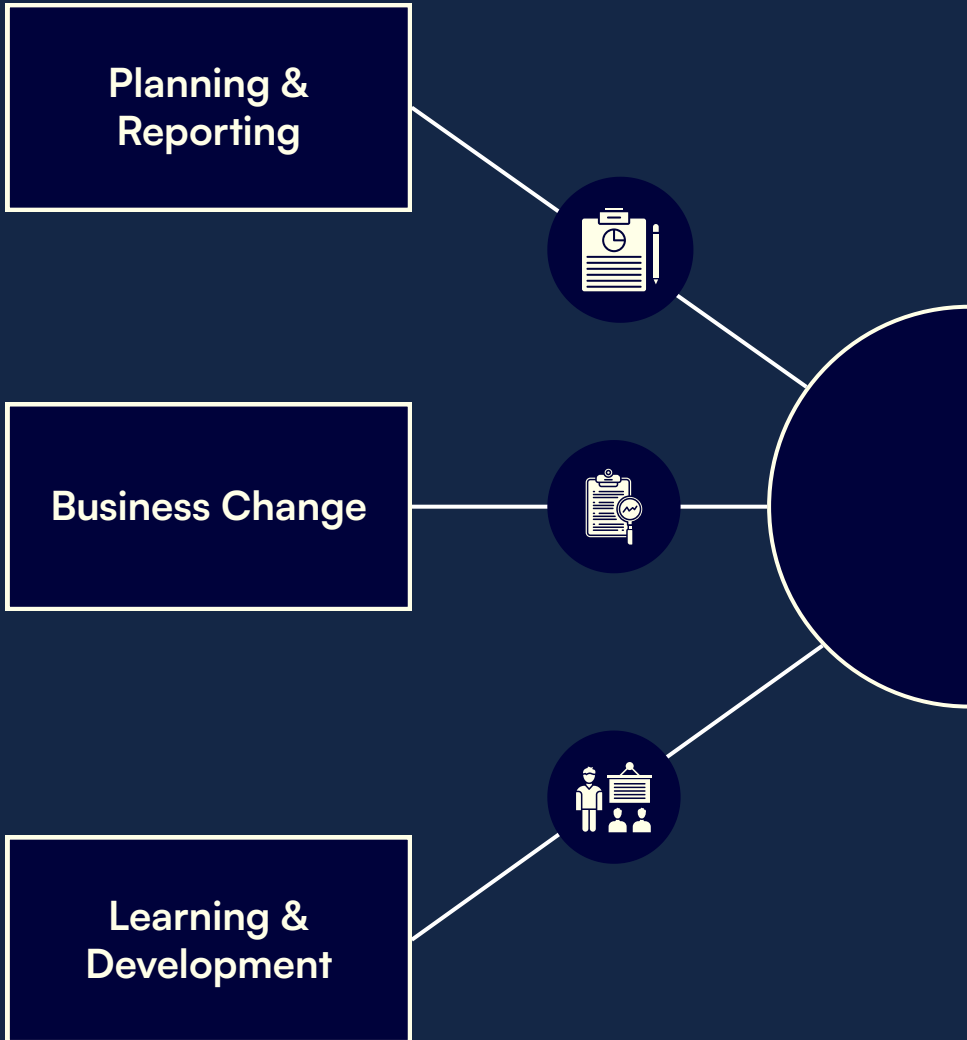


Taylor successfully interviews for a SPA role.

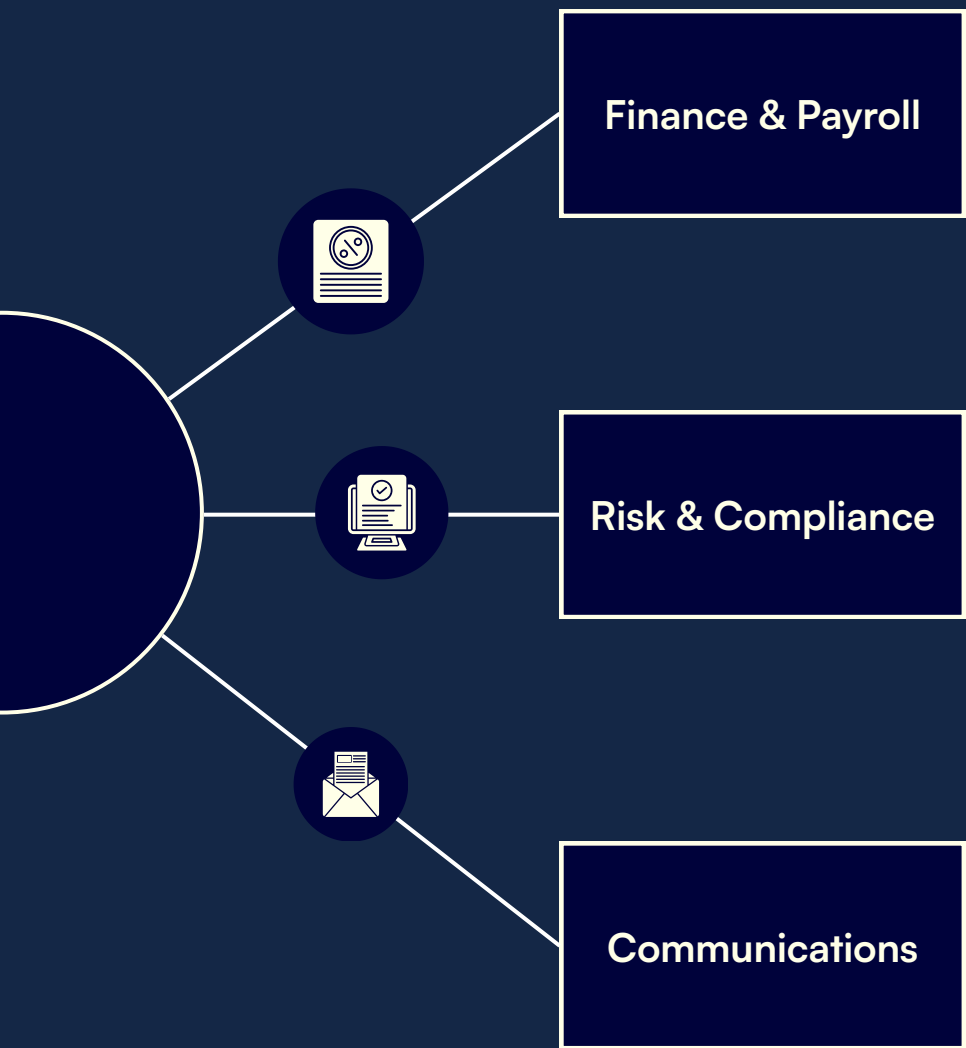
He begins SPA Academy leadership training.



Where can a person go?



We encourage people to pursue a career in pensions and support them if they want to move within our organisation.



Common Questions



Why should I join the Brightwell Pensions Academy?

Simply put, the Brightwell Pensions Academy will give you the skills and behaviours you need to succeed in a growing organisation, making you feel at home in pensions. We aim to support our people in achieving their potential.

What role does the Pensions Academy train me for?

The Pensions Academy will develop you to be a pensions administrator in our office in Chesterfield, Derbyshire. However, some of the learning you will undertake will support you in your career in pensions or any career in the future. Being a well-rounded professional is as important to us as understanding how to administer pensions.

What Qualification will I receive?

You will study for and complete the Pensions Management Institute's (PMI) Award in Pensions Essentials. It is a qualification designed to support the training and development of new pensions administrators. You will receive full study support on your journey to this qualification.

On completion you will be offered the opportunity to complete further relevant PMI qualifications.



FAQs about Brightwell and the academy

What other opportunities are there at Brightwell?

Brightwell is a growing organisation, and opportunities to move within the business will present themselves over time. Previous academy graduates have gone on to support with training, projects, system testing, all alongside their normal role. This has helped them prepare for a wider role in the future.

Do you offer flexible working?

On completion of the Academy, we do offer the chance to work from home for up to two days per week.

If you're interested in applying for the Brightwell Pensions Academy, visit:

brightwellpensions.com/careers



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