



Smooth operations



Background to our client

- Several pension schemes governed by one common trustee board.
- Mix of defined benefit (DB), hybrid and defined contribution (DC) schemes.
- 17,000 members and over £1.5bn assets in total.

What we do

We look after all day-to-day activities for each scheme. This includes handling a hefty email inbox and **effectively managing trustee priorities**. The trustee makes strategic decisions and we then take the daily operational decisions needed to ensure **everything runs smoothly**. We seek input from the chair or committee chair for guidance where necessary, but also provide our own opinions on **options and solutions**. Our role consists of:

Meeting management

We always maintain focus on the next trustee or committee meeting. We prioritise work needing progress or completion for the next meeting, prepare the agenda and liaise with all stakeholders to ensure the meeting runs smoothly.



Acting as a central hub

Communications between all stakeholders and advisers flow through our trustee executive team. Planning and co-ordination are critical to ensure actions are effectively managed, dealt with or progressed to the next stage.



Updating trustees

New pension legislation and regulations are never ending. We keep the trustee aware of new items coming along, the impact on the schemes and any action that needs to be taken.



Liasing with members

We get involved with more complex member queries, those involving the dispute resolution procedure and some discretionary cases that require input from us and trustee agreement.



Facilitating investment transactions

We ensure all document requests from over 20 investment managers (e.g. MIFID, anti-money laundering, moving monies for cashflow purposes) are completed correctly and authorised signatures obtained promptly.



Budget management

To give the trustee complete transparency on actual expenditure against agreed budgets we developed a robust budgeting and reporting process. A much stronger review and management process for adviser invoices has also been implemented.



Planning ahead

We always keep one eye on the next few months, whether we're putting together the annual business plan for discussion with the trustee or preparing for the next meeting. This ensures new or upcoming activities are schedule and planned for (and the unknown unknowns are picked up quickly when they materialise!).



What benefits do we bring?

We bring wider experience and expertise to ensure the schemes always remains compliant, help the trustee plan ahead and **adapt and adjust smoothly** to future changes.

Our processes, procedures and effective working relationships with advisers ensure **transparency and cost efficiency**.

By becoming an integral part of the trustee board we deliver a highly valued personal service and enable the trustee to:

- **focus time on their most important strategic priorities**
- **avoid getting involved in unnecessary operational detail**