



Part of the Department  
for Work and Pensions

## Who are we?

The Pension Service was launched in April 2002 as part of the Government agenda for modernising the delivery of benefits to customers. The Pension Service provides a customer- focused, modern service, for all pensions-related business.

This includes a network of pension centres across England, Scotland and Wales, delivering services such as the payment of State Pension, Pension Credit and Winter Fuel payments. Pension centres primarily deal with customers over the telephone. In addition, pension centres are supported by a local service, delivered in partnership with a range of organisations accomplished in dealing with pensioners' needs, in locations accessible to pensioners. The Pension Service currently employs approximately 13,500 people.

## Our Aim

The aim of The Pension Service is to combat poverty and promote security and independence in retirement for today's and future pensioners by:

- providing a dedicated service for today's pensioners
- improving our service to future pensioners.

Substantial investment has been made in modernising The Pension Service to ensure we deliver a better customer experience.

There is an expectation that this investment will deliver better services and outcomes to customers at lower operating costs.

It is expected that there will also be benefits for employees of The Pension Service in the form of a better working environment, improved learning, the opportunity to gain new skills and accreditation and the use of modernised IT.



## Services

The main services that The Pension Service provides are:

delivery of State Pension, Pension Credit and Winter Fuel Payments

provision of forecasts of State Pension, both directly to individuals and to employers and pension providers

information and guidance about pension-related services and other benefits

a gateway to other Department for Work and Pensions services.

## Working in The Pension Service

To achieve our aims of modernising the business, we need people with the skills and enthusiasm to deliver our vision of the customer experience. We are looking for the sort of person who:

is committed to making a difference to pensioners' lives

appreciates the need for staff and Government to deliver concrete results and meet targets and for those in strategic roles

can translate business strategy into practice

has people, process and/or change management skills and experience.

The specific requirements of the role will depend on the area of the business in which you are employed.

More information about The Pension Service can found on our website at <http://www.thepensionservice.gov.uk/>

