



VACANCIES ANNOUNCEMENT

Public Service Pension Trust Fund (PSPTF) is an Institution that was established in compliance with the Pension Act (CAP 55:02) to oversee the administration of the Public Service Contributory Pension Scheme. The Fund is now inviting applications from suitably qualified Malawians to fill the vacant positions of **Public Relations Officer** and **Assistant Benefits Administration Officer** that exist at the Secretariat Office. The successful candidates shall be appointed on contract renewable every 3 years upon successful performance.

Job Title	: Public Relations Officer
Grade	: PTF 4
Section	: Public Relations
Location	: Secretariat Office
Reporting to	: Principal Officer
Direct Supervisees	: None

PURPOSE OF THE JOB

The Public Relations Officer will be responsible for managing and enhancing the public image of the Fund. This role involves developing and implementing communication strategies, handling media relations, and executing public relations campaigns to promote a positive image and build strong relationships with various stakeholders.

KEY DUTIES AND RESPONSIBILITIES

1. Creating and maintaining a positive corporate image of the Fund and promoting stakeholders' interests. Organizing and coordinating corporate events such as road shows, civic education campaigns, donations e.t.c
2. Developing and maintaining a good rapport with the media by answering their queries, giving media updates and press releases.
3. Participating in the development and production of corporate publications including Annual Reports.
4. Analysing media issues and advising management accordingly.
5. Managing the website in liaison with ICT section.
6. Generating articles for the media, public and other stakeholders for awareness purposes.
7. Serving as a mouthpiece of the Fund.
8. Carrying out staff sensitization on various matters using internal communication channels such as newsletters.
9. Providing accurate and up to date information to stakeholders and members of the public.
10. Conducting corporate image audits and customer surveys

PERSON SPECIFICATIONS

Qualifications and Experience

- Bachelor's degree either in Journalism, Public Relations, Mass Communication, Marketing, or related field.
 - A minimum of four (4) years' practical experience in busy environment
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Knowledge, Skills and Abilities

- Good writing skills
- Good analytical skills
- Multi-tasking skills
- Strong communication and inter-personal skills
- Quick learner; Self-starter and Proactive
- Willingness to stretch and work under pressure, as and when required to do so

Job Title	: Assistant Benefits Administration Officer
Grade	: PTF 5
Section	: Benefits Administration
Location	: Secretariat Office
Reporting to	: Benefits Administration Officer
Direct Supervisees	: None

PURPOSE OF THE JOB

The position holder will support the administration of pension plans and related benefits. This position involves assisting with the management of pension records, processing claims, handling inquiries, and ensuring compliance with relevant regulations.

KEY DUTIES AND RESPONSIBILITIES

1. Processing pension claims, enrolments, and terminations accurately and efficiently, ensuring adherence to established procedures and timelines.
2. Assisting members with benefit-related inquiries, providing guidance, and resolving issues or discrepancies.
3. Maintaining accurate records and databases of employee benefits, ensuring data integrity and confidentiality.
4. Collaborating with other internal departments, such as Finance or HR, to ensure accurate and timely processing of benefits-related information.
5. Staying updated on changes to pension fund regulations, plan provisions, and industry best practices to ensure compliance and provide accurate information to employees.
6. Participating in the development and improvement of benefits administration processes, policies, and systems to enhance efficiency and customer service.
7. Assisting in the preparation of reports, presentations, and communications related to employee benefits for internal and external stakeholders.
8. Identifying and registering new members and timely communication members and other stakeholders;
9. Carrying out timely follow-ups on contributions remittance by enforcing compliance among contributing members and ensuring that all members' queries are immediately and adequately responded to
10. Assisting in ensuring that benefits are timely paid to the beneficiaries;
11. Collecting claims and sorting out any problem related to claims in order to avoid delays
12. Assisting in ensuring that benefits are granted to the right beneficiary;
13. Participating in the preparation of monthly reports;
14. Participating in pensioners' verification and keeping track of their records;
15. Receiving and attending stakeholders' complaints;

PERSON SPECIFICATIONS

Qualifications and Experience

- Diploma either in Human Resource Management, Commercial Studies, or Business Administration/Management from a recognized Institution.
 - A working experience of 3 years in the relevant field.
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Knowledge, Skills and Abilities

- Strong interpersonal skills.
- Ability to work in a team environment
- Good communication skills both oral and written
- Good understanding of pension Act
- Attention to detail
- Integrity, honesty and confidentiality
- Strong understanding of pension regulations
- Excellent organizational skills
- Sound computer literacy
- Customer-focused

Method of application

Interested candidates should submit their application letter attaching a detailed CV and copies of certificates as **ONE DOCUMENT in PDF format** to vacancies@psptf.mw and should be addressed to:

The Principal Officer

Public Service Pension Trust Fund

P.O. Box 30146

Lilongwe

Closing date for receiving applications is on Thursday 8th May 2025.

Please note that **only applications received through vacancies@psptf.mw will be considered and only shortlisted candidates will be invited for interviews.**