

Admin & member experience focus areas for journey planning...



Administration & the member journey

Admin can't be an after thought in journey planning and communications are essential throughout the process. Know when and why you're communicating; data gaps or relationship building.

01



Accountability of trustees

All work along the journey is down to trustees. The right support and capacity is essential to manage all moving parts. Accountability for good administration shouldn't be overlooked in favour of investments.

02



The trustee secretary

This role is changing, and becoming increasingly complex. As journey plans are executed, this is a key role requiring extensive project facilitation and stakeholder management skills to enable trustees to be strategic & non-exec.

03



Independence

As consolidation and extended services are provided, Trustee Chairs have never valued independence more; especially when considering decision points and members' best interests.

04



Benefit security

Evaluating the strength of employer covenant against an insurer but through the eyes of a member is essential. What do they need and want to know...

05



Consolidation

More of an unknown, but there are options to explore if the Scheme funding position is ready for transaction but the sponsor covenant is weak and the governance burden too great.

06