

Trustee Executive Services (TES)

You decide, we make it happen. We combine strategic, operational, technical, secretarial and consulting expertise, helping trustees achieve their strategic goals more quickly. We give confidence that day-to-day scheme management is in safe hands, freeing trustee time to focus on key issues.

Ours is a strong, supportive team which delivers:

- **No surprises** – we provide comfort and assurance that your scheme is managed professionally
- **Challenge done sensitively** – we know that managing and governing a pension scheme is hard. We will look at ways to support you better, and if needed, challenge existing ways of working... kindly
- **Industry best practice** – we look at life through a good governance lens, so you get the best outcome for you
- **A bit of enjoyment** – the way we work with you is as important as the work itself.

We can provide:

- Additional expert executive support for existing in-house pensions teams, for example, to cover projects or peak workflow times
- Interim support for key roles (e.g. maternity leave) or where an existing pensions director is conflicted, for example, in funding negotiations between the trustee and sponsor
- Help in reviewing and documenting governance processes and patching any gaps
- An outsourced head of trustee services/ pensions manager to lead an in-house team or to provide strategic support as needed, or
- A stand-alone, fully outsourced pensions department.

Our people

We have a full team of people available with different levels of expertise and a breadth of professional backgrounds. A key differentiator from the day we were founded is our blend of in-house and consulting experience.

Muse TES provides expert, experienced professionals who can provide value, knowledge, challenge and critical thinking. And we get things done for you on time and at a competitive price.

We will blend a team that best fits your needs, your culture and your ways of working.



Trustee Executive Services continued

How we work

Acting as an extension of the Trustee Board to ensure your scheme runs smoothly



Full end to end executive support aligned to your objectives and strategy

Your Executive Team

- Executive arm of the Trustee Board
- Strategic mindset and critical friend
- Technical skills, experience and industry insight
- Breadth of professional expertise
- Support and development for existing Executive resource

Governance

- Assurance and peace of mind
- Doing the right things in the right way at the right time
- Up-to-date scheme documentation
- Budget management, cost efficiencies and ensuring value for money
- Management of advisers and providers

Effective and efficient delivery

- Implementation of Trustee strategy
- Making sure everything happens on time and to a high standard
- Work done at right level
- Decision planning, preparation and implementation
- Effective meeting management

Working with you

- Shared understanding of objectives, strategy and risks
- Shared culture, values and behaviours
- Effective stakeholder and sponsor engagement
- Support and constructive challenge

Lindsay Hawkins
Director

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Testimonial

“Muse took over as a fully outsourced pensions department on the retirement of our long-standing Pensions Director. We were concerned about losing Scheme knowledge, acquired over many years, but we have been delighted with Muse’s work. Their team approach mitigated our key man risk and, throughout their time with us, they have been reliable and professional, always keeping the regular business-as-usual cycle moving as well as helping us navigate more sensitive issues. The chemistry is good and they work as though they are our in-house pensions department. We appreciate their thoroughness and professionalism and feel well supported in all areas of work.”

**Chairman of the Trustee Board,
Xerox Pension Scheme**