

Delivering interim pensions management support across DB and DC arrangements

Client Context

A client required interim pensions management support while recruiting for a new in-house Benefits Manager, alongside covering a period of maternity leave within the wider team.

The requirement was to maintain continuity across both the company's defined contribution pension arrangement and historic defined benefit arrangements, while ensuring ongoing governance, regulatory and operational activity continued without disruption.

Challenge

The organisation required experienced pensions support that could integrate quickly into the existing structure, maintain business-as-usual activity and provide confidence that key governance and regulatory obligations would continue to be delivered during a period of internal transition.

Alongside maintaining the regular cycle of pensions activity, there was also a need to progress a number of governance and regulatory workstreams across both arrangements, including:

- scheme return activity
- automatic re-enrolment
- annual report and accounts
- risk register review
- ESOG gap analysis and governance policy updates
- ORA preparation support

The role required an individual capable of integrating quickly, operating independently and managing a broad range of internal and external stakeholders.

At a glance



Assets overseen

£165m

DC assets



Members supported

2,000

across DB & DC arrangements



Support duration

9 months +



Scope

DB & DC

oversight



Solution

IGG deployed an experienced Senior Associate with both DB and DC pensions management expertise, including previous in-house experience within the same sector as the client. This enabled immediate integration into the existing team structure and early engagement with key priorities.

Support was provided three days per week on a remote basis, working closely with the Head of Global Corporate Reward and wider stakeholders internally and externally.

Responsibilities included:

- maintaining day-to-day governance and operational activity
- coordinating advisers and key stakeholders
- reviewing and updating governance documentation
- supporting key operational and project activity
- overseeing key regulatory requirements and project delivery
- supporting ESOG and ORA-related activity across the arrangements

An experienced IGG Trustee Director also provided oversight and escalation support where required, providing access to wider specialist expertise when needed.



Result

The client maintained continuity across both DB and DC pension arrangements throughout the interim period, while ensuring key governance and regulatory activity continued to progress effectively.

IGG's support enabled:

- continuation of BAU pensions management activity without disruption
- delivery of ongoing governance and regulatory requirements
- progression and completion of key governance workstreams
- effective management across advisers and stakeholders
- smooth and structured handover to the incoming Benefits Manager

The arrangement also provided the client with access to wider IGG expertise where required, supporting efficient resolution of more complex pensions matters.

IGG Delivered



Interim pensions
management across
DB and DC
arrangements



Integrated adviser
and stakeholder
coordination



Continuity of
governance and
regulatory oversight



Smooth transition to
permanent in-house
resource

Why This Matters for Pension Schemes

Pension schemes are operating in an increasingly complex environment. Growing regulatory expectations, evolving governance requirements and significant strategic projects all place greater demands on Trustee Boards and in-house pensions teams.

Periods of organisational change, recruitment activity or resource constraints can add further pressure, making it challenging to maintain effective governance while continuing to deliver day-to-day operations.

An experienced Pensions Manager provides continuity, stability and specialist expertise, helping Trustees maintain strong governance, coordinate advisers and ensure schemes continue to operate efficiently during both business-as-usual activity and periods of change.



IGG's role

IGG provides experienced pensions professionals who work as an extension of your existing team, providing the right individual – backed by the right team – for your organisation.

Available on an interim, co-sourced or fully outsourced basis, our support provides pensions management expertise whenever it's needed.

- ✓ Experienced Scheme Secretarial and governance support
- ✓ Trustee meeting and governance management
- ✓ Effective adviser and stakeholder coordination
- ✓ Governance planning, records and action tracking
- ✓ Support through regulatory change and strategic projects

The result is a resilient pensions management function with the expertise and capacity to manage both day-to-day requirements and longer-term priorities effectively.



The value

Outsourcing provides immediate access to experienced pensions professionals without the time and cost associated with permanent recruitment, while IGG's wider team provides additional resilience and specialist expertise.

With IGG's Outsourced Pensions Management, organisations can benefit from:

- Immediate access to experienced pensions professionals
- Reduced reliance on a single individual
- Greater continuity and resilience
- Flexible and scalable support
- Wider specialist expertise when required
- Capacity to progress strategic priorities alongside business-as-usual activity

Whether you need interim cover following an unexpected departure, additional capacity for a strategic or risk transfer project, or a fully outsourced Pensions Manager, IGG provides practical, independent support tailored to your organisation.



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