



Instrumental to admin



With guaranteed minimum pensions (GMP) equalisation hitting the headlines, Theo Andrew talks to Pasa Industry Policy Committee and GMP working group chair, Geraldine Brassett, on her greatest achievements and why she would make a good goatherd

What is your pensions career CV?

I have been very fortunate to have had the opportunity to undertake a variety of roles in my career. My first job was as an administrator, progressing to managing administration operations and then moving into working with trustees and employers in a client-facing role. Alongside my 'day job' I have also worked on industry initiatives and, at present, this is primarily in my capacity as chair of the Pasa Industry Policy Committee and a number of its working groups.

What other areas have you worked in and what roles have you held prior to joining the pensions industry?

Apart from a paper round and a Saturday job working in a traditional hardware store then my whole working life has been in pensions.

What is your greatest work achievement so far?

For me, any occasion when I believe I have added value or earned respect feels like an achievement, but I hope my greatest achievement has been to help raise the profile of administration and highlight how important it is that everyone works together to deliver a quality service to members.

What do you still wish to achieve?

I pretty much started my career with GMPs so I would like to be instrumental in helping to deliver the good industry practice, which Pasa's cross-industry GMP Equalisation Working Group was put in place to make happen.

What is your biggest regret within your career?

I try not to be someone who looks back as you can't unpick the past but, from experience, when I talk to our trainees I stress to them the importance of asking for help and keeping the work/life balance in perspective.

Excluding your current role, what would be your dream job (in or out of pensions)?

I have always wanted to keep pygmy goats so maybe when I stop working in pension administration I could become a goatherd!

What was your dream job as a child?

When I was younger I wanted to be a vet but I now realise that I would not have been very good at it as I am far too squeamish.

What do you like to do in your spare time?

I have developed a bit of a passion for baking, which is not great for the diet but makes me popular at home. I also enjoy seeing friends, the cinema and theatre and I do some voluntary work, including acting as deputy chair on the board of governors at a local school, so I keep pretty busy.

Any particular skills or party tricks?

My only party trick is being able to sing some songs backwards. Why I ever did this for the first time I have no idea but occasionally I have been known to perform this on request... but not recently.

Who would be your ideal dinner party guests?

Winston Churchill, as he would be fascinating to talk to about so many different subjects. He had a reputation for being an excellent dinner guest and for loving good food. The late Alan Rickman; he could talk about anything and I would just enjoy listening to his voice for an evening. Mr Fitzwilliam Darcy but, on the basis that he is (sadly) a character in a book, his creator Jane Austen. Her novels have been so enduring and, in many ways have remained relevant. Lastly, Mary Berry so she could give me some tips on improving my baking skills.

Do you have a particular phrase or quote that inspires you?

Actually I have two.

The first one being 'if you do not measure what you value you only value what you measure'. This is really important in pension administration as the quality of the service we deliver is often judged primarily by the speed of delivery. At Pasa we are committed to ensuring quality administration is measured by the impact on member outcomes.

The second one is 'to not worry about things you cannot change and put all your energy in to those things where you can make a difference'. It sounds so obvious but it is something that I remind myself of on a daily basis.

Written by Theo Andrew