



We're Liverpool

Video transcript

Here in Liverpool we run a large scale operation that's responsible for managing pensions for over 500,000 members and their families. We're here to ensure we deliver on our promise to members. We're responsible for many areas from compliance, information security, member service and experience, your relationship with your employer and everything else in between. We're a dedicated team, all working towards the same goal to ensure that members understand their pensions and their options. We continue to evolve our service and support to make sure that when the time comes your pension is paid.

Member Journeys

We want to empower our members to engage confidently with their pension. To do this, we work closely with our Insight, Member Experience and Digital teams to fulfil our member needs and improve the experience we provide. This means looking at every single touchpoint across our member journeys to ensure that they're relevant, timely and support our members needs. We also continually gather insight that allows us to evolve these member journeys. This means we can grow alongside our members, giving them what they want and need when they need it.

Learning and Development

At USS, we pride ourselves on being a learning organisation, which means that we provide a suite of training programmes for our staff to ensure that they're skilled to be able to ultimately achieve our purpose. What's really great as well is we also have the opportunity to train our clients, your employers, which means we have training courses, educational material and videos to ensure that we can collaborate with them to ensure that we meet your needs.

Group Transformation

The purpose of group transformation is to drive both change and transformation across USS to improve the service we provide to both our members and employers. Our function is vital in driving future plans and embedding a company-wide approach to continuous improvement and excellence to make it easier for members to manage their pension with us. A huge focus for us is the way we communicate to our members, and because of this we are evolving our digital channels like the member portal on My USS, and this will improve the member experience.



Member Service Team

We're the member service team and we are the first point of contact for all our members, and we deal with around 800 calls per week. We work with the operational teams and they handle thousands of cases every month and they work from everything from members joining to retirement and beyond, and together we try and answer all members pensions questions as simply and as quickly as possible. We're committed to member service excellence and were constantly striving to make your experiences here with USS the best they can be.