

Louise Grindley

Head of Professional Operations

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Background

Louise is the Head of Professional Operations of ITS with over 30 years' pensions experience. She has worked as a project manager for several years and is a qualified PRINCE2 practitioner. Louise has worked on a variety of business and client projects. She has expert knowledge of project management in the pensions industry.

Louise is responsible for the maintaining ITS' professional standards and risk framework for both the business and the client facing teams. She manages our professional induction policy as well as managing our professional training and accreditation framework in to ensure compliance with legislative and regulatory requirements.

Her areas of experience are resource planning, risk management, member communication, process reviews and implementing new procedures. Her experienced gained as a client manager on DB and DC trust-based schemes of all sizes has given her a broad knowledge of the pensions industry. She has gained specialist knowledge of all aspects of pensions administration and governance through previous roles at Barnett Waddingham, LCP and Aviva.

Louise is a Fellow of the Pensions Management Institute and actively supports the development of their qualifications and learning programme.

Notable Achievements

- Worked on the development and introduction of both the Apprenticeship for Workplace Pensions and the Award in Pensions Essentials qualification for PMI
- Worked alongside software development teams to improve in house administration systems and software to keep pace with changes in legislation and reporting requirements
- Identified and implemented change to existing processes for a large DB scheme

Professional Qualifications/Awards

- Fellow of the Pensions Management Institute (FPMI)
- Diploma in International Employee Benefits (DipIEB)
- Diploma in Regulated Retirement Advice (DRRA)
- PRINCE2 Practitioner

Areas of Expertise

- ✓ Project Management
- ✓ Change Management
- ✓ Business Analysis
- ✓ Data Cleansing and Data Measurement
- ✓ Scheme Implementations
- ✓ Retendering for Suppliers
- ✓ DB Scheme administration and governance
- ✓ DC Scheme administration and governance
- ✓ Process Management
- ✓ Mentoring
- ✓ Training