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# Meet our ERM Team

Diane Wallis, Senior Employer Relationship  
Manager



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# Meet the ERM team...



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# ERM Regions

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Allan Downing,  
East of England



Keith Fenney,  
North East & Yorkshire &  
The Humber



Chris McMaster,  
North West & North Wales



Rachael Norman,  
London & South East



Aaron McCulloch,  
Midlands



Diane Wallis,  
Senior ERM



Craig Tiley,  
South West & South Wales

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# The role of the ERM team

They're only a phone call or click away

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- The face of Teachers' Pensions for employers
- Your first point of contact
- Dedicated and regular support
- New regional forums with clear action plans and timescales
- Free training accessible for all employers
- Specific training for different establishment types.

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# Visits and key issues

Key employer issues include:

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- The implementation of Tiered Contributions
  - EOYC - New Process for 2013
  - Completing the Annual Return within the deadline of 6 July
  - Auto Enrolment
  - The ERM team has made over 800 individual visits to employers to provide on-site support with a range of administrative queries
  - Responded to over 5,500 employer queries via telephone and email.

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# Success of the team

## Webinars and seminars

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“I wasn’t sure about them but I love how easy they are. I have been on a few webinars now and each time they’ve been a great use of time.”

- We continue to receive excellent feedback from both our seminars and webinars
- Since January 2013 we’ve conducted 38 seminars and 230 webinars reaching over 1,600 employers
- The next schedule of training from September – December is now available via our website.

“Good course content, pitched at the right level, friendly presenters, would come again.”

“It was the first time I have been on the webinar and found it thoroughly interesting.”

“Understanding the support available makes it all seem so less daunting. I now know who can help.”

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# How to contact us

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Any  
questions?