



## Trafalgar House announces wave of internal promotions

Press release: 21 April 2026

Trafalgar House, a specialist third-party pensions administrator, today announced a significant number of internal promotions\* across the business, spanning pensions administration, project delivery, member services and technology.

The majority reflect progression within existing roles and teams, demonstrating the strength of the organisation's internal development pathways, alongside select role changes and the creation of new positions to support evolving client needs.

Among those promoted are colleagues progressing from Pensions Associate to Senior Pensions Associate, advancements within project management and member services teams, and a newly created Member Experience Specialist role, designed to further enhance client and member outcomes.

Notably, three colleagues have successfully completed their apprenticeships and transitioned into permanent roles, highlighting Trafalgar House's commitment to early careers and structured development programmes.

The business has also seen internal mobility across functions, including a transition from member contact into scheme events, reflecting a culture that encourages employees to broaden their skills and explore new career paths.

**Garry Wake, Managing Director at Trafalgar House, said:** "We are incredibly proud to celebrate the achievements of so many colleagues as part of our 20th anniversary year. These promotions reflect not only individual dedication, but also our ongoing commitment to creating an environment where people can grow, develop and build long-term careers – an approach recognised through our Investors in People Gold accreditation.

"Our approach to training and development is strategically aligned, manager-led and embedded into day-to-day working – ensuring we continue to build capability, support progression and deliver measurable improvements in performance and service."

**Wake continued:** "We firmly believe that investing in our people directly benefits our clients. By fostering a supportive and progressive workplace, we ensure our teams are empowered to deliver consistently high standards of service and care.

"As we look ahead to our next chapter, we remain focused on building capability, supporting progression and delivering measurable improvements for clients through a strong, engaged and continuously developing workforce."



## ENDS

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Name	Previous Role	New Role
Ross Davies	Member Contact Associate	Scheme Events Associate
Sophie Rhodes	Senior Pensions Associate	Lead Pensions Associate
Sarah Couldridge	Pensions Associate	Senior Pensions Associate
Chloe Tinkler	Pensions Associate	Senior Pensions Associate
Ben Haines	Pensions Associate	Senior Pensions Associate
Natalie Snowden	Project Manager – Bus Sol	Senior Project Manager - Bus Sol
Craig Jones	Member Contact Associate	Senior Member Associate
Falis Hussein	Apprentice - MS Blue	Pensions Associate - MS Blue
Ella Duffy	Apprentice - MS Green	Pensions Associate - MS Green
Tommy McCarthy	Apprentice - MS Purple	Pensions Associate - MS Purple
Matthew Spring	Junior Developer	Developer
Mark Clarkson	Senior Pensions Associate	Member Experience Specialist
Madeleine Claridge-Ware	Pensions Associate	Senior Pensions Associate
Emily Gelis	Senior Pensions Analyst	Client Projects Delivery Manager
Tobi Akinmade	Junior Project Manager	Project Manager

### Notes to editors:

Trafalgar House is a specialist pensions administrator, dedicated to delivering exceptional service and setting the benchmark for quality pensions administration.

As we mark our 20-year anniversary in 2026, our mission is to set the highest standard of pensions administration by any recognised measure. We do this through sustained investment in our people, processes and technology.

We started life as an in-house administrator built on a commitment to quality and member experience. Today, we are recognised as a business of pensions administration experts, adopting the best in technology and innovation from across the market.



With offices in London and Farnborough, our team of 185 specialists serves more than 200,000 members across 35 clients. We hold internationally recognised accreditations covering quality, security, professional development, customer service and environmental protection.

**Media Contacts**

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