

Role Profile

Role Title	Project Manager
Role (Job) ID	NPOPS56
Directorate	Operations
Reports to	Senior Project & Practice Manager
Role type	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Fixed Term <input type="checkbox"/> Secondment <input type="checkbox"/> Contract
Line Manager responsibilities (Yes/No)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Level	17
Location	2 Thomas More Street, London. Reasonable travel.
Organisational Context	<p>Pay.UK maintains and develops the UK retail payment systems and standards that are core to the economy being able to function on a day-to-day basis.</p> <p>From Bacs to Faster Payments and cheques – we act as the single operator for all UK retail payments. We put the needs of consumers and businesses at the heart of everything we do, working in the public interest to ensure that the systems the country relies on for its banking transactions are safe, open, innovative and resilient.</p> <p>Our payment systems underpin the services that enable funds to be transferred between people and institutions. In 2018, the UK’s retail payment systems processed 8.8 billion transactions worth £7 trillion through Bacs Direct Credit, Direct Debit, Faster Payments, and cheques.</p> <p>Every day, individuals and businesses use the services we provide to get their salaries, pay their bills and make online and mobile banking payments. Our vision for the future is to enable a vibrant economy, with Pay.UK delivering the best-in-class payment infrastructure and standards for the benefit of consumers and businesses nationwide.</p>

This document is intended to describe Pay.UK’s current thinking as to its subject matter. Please note in particular that the information contained in it is subject to change as new information comes to light and ideas are developed – without limitation, this may involve new or amended principles or the addition of detail; consistent with the above, it is issued for discussion purposes only and does not reflect any firm or final decision; to the extent that any decision is taken in relation to the subject-matter of this document, it will be communicated in accordance with Pay.UK’s policies and regulatory requirements but note that by subsequent decision, it may be amended; it does not give rise to any legal rights or obligations.

	<p><u>Directorate:</u></p> <p>The Operations Directorate develops, enhances and preserves the integrity of real time and bulk payments and payment-related services, as well as the managed services. Our top priority is robust and resilient scheme operations. It ensures that a single point of coordination is provided for stakeholders. It promotes efficiency and innovation in payments and best practice amongst organisations that originate payments.</p> <p>It monitors participants’ and suppliers’ performance against agreed contract terms and service levels and ensures that contingency arrangements have been put in place and that the robustness of these contingency procedures is regularly tested and reviewed. It also contributes to the establishment of a robust, consistent and compliant onboarding and assurance framework.</p> <p><u>Context for the Change Function in Pay.UK:</u></p> <p>In order to bring its vision to life, Pay.UK is embarking on a significant change process, spanning many years into the future and affecting all our stakeholders. In order to deliver that change, Pay.UK must be widely recognised and respected by our stakeholders for its expertise in effectively managing change:</p> <ul style="list-style-type: none"> • across the expanding payments ecosystem to foster and enable innovation. • in the current system infrastructure of the retail schemes, to ensure stability, resilience and reduce systemic risk. • across each of the 5 zones of the ecosystem to meet its Guardianship role. <p>Recognition by stakeholders of this expertise will enable Pay.UK to lead in implementing change to support a thriving and growing UK economy.</p> <p>In order for Pay.UK to be widely recognised and respected by our stakeholders for its expertise in effectively managing change, we need to build a change capability that will allow Pay.UK to effectively lead on delivering change across the payments ecosystem. Internally, governance, management, risk and finances must be integrated effectively and different teams brought together into one team. Externally Pay.UK must demonstrate a coherent change story and lead change for the benefit of our stakeholders.</p>
<p>Summary of Role</p>	<p>The Project Manager is a dedicated Project Manager who undertakes planning</p>

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	<p>and delivery of smaller and less complex change projects. They may also act as project managers for workstreams within larger programmes.</p> <p>The Project Manager undertakes planning and delivery of change. They help to plan and shape projects and manage active projects including where appropriate, management of Pay.UK colleagues, contractors, consultants and external suppliers.</p> <p>The Project Manager supports the Pay.UK Change Function in delivering change projects as informed by Pay.UK strategy and objectives. In undertaking these duties they follow Pay.UK best practice processes at all times, including change gateway processes and governance processes including Design Office and Change Board governance.</p> <p>All projects will need to be managed by them to deliver the desired business benefits within the agreed budget and the Project Manager will report on project progress to standards and timescales.</p> <p>The Project Manager reports to a Senior Project & Practice Manager, for the purposes of development and performance appraisal. When allocated to a project role they report to the project sponsor, overall programme leader or other project leader as required by the needs of Pay.UK.</p>								
Internal & External Interactions	<ul style="list-style-type: none"> • Pay.UK Change Board and Design Office • External stakeholders, • Payments and financial services industry project and working groups • Programme and Project Managers across Pay.UK’s portfolio • All Pay.UK Directorate colleagues 								
Commitment and time period	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"><input checked="" type="checkbox"/> Full time</td> <td style="width: 30%;"><input type="checkbox"/> Part time</td> <td style="width: 20%; text-align: center;">100</td> <td style="width: 20%; text-align: center;">FTE (%)</td> </tr> <tr> <td colspan="4">Time period: -</td> </tr> </table>	<input checked="" type="checkbox"/> Full time	<input type="checkbox"/> Part time	100	FTE (%)	Time period: -			
<input checked="" type="checkbox"/> Full time	<input type="checkbox"/> Part time	100	FTE (%)						
Time period: -									
Accountabilities	<p>Principal Accountabilities</p> <ul style="list-style-type: none"> • Lead smaller and less complex change projects for Pay.UK consulting with their Practice Manger to ensure that best practice is being followed to deliver the desired business benefits. 								

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	<ul style="list-style-type: none"> • Manage the production of the project initiation documents and other key project documents with particular interest in stakeholders, scope, objectives and desired benefits, key features and constraints. • Contribute to the development of project plans to support the Pay.UK change agenda. • Own RAID log and manage dependencies effectively and produce RAG status reports in support of their own projects. • Manage their own project stakeholders effectively within the context of the project in question. • Manage the production of project reporting, including both written and verbal presentations to internal and external groups and committees. • Contribute to the set up and management of project resources along with regular tracking of project budgets. • Contribute to leading meetings, workshops and requirement gathering sessions with internal and external stakeholders. • Contribute to ensuring change-control is captured, assessed and delivered; ensuring best practice traceability of all decision making. • Where applicable, define testing strategies and approaches in conjunction with senior Change Function colleagues and Pay.UK Technology and Security teams. • Produce success criteria, PiDs, PIRs and Lessons Learned to support ongoing learning on project delivery. • Consulting with their Practice Manager, lead the post project evaluation of the project success and cost/benefits realisation assessment. <p>Other Obligations</p> <ul style="list-style-type: none"> • Data Protection <ul style="list-style-type: none"> ○ Comply and / or ensure compliance with the Pay.UK Data Protection policy, processes and all relevant legislation. ○ Maintain effective communication on data protection compliance with the CPO and DPO as appropriate.
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	<ul style="list-style-type: none"> ○ Identify relevant data protection risks, and mitigating actions, communicating these to the CPO and DPO without delay. ○ When aware, communicate, in confidence, to the CPO and / DPO, data protection risks likely to impact the organisation as a whole.
Knowledge and Experience	<ul style="list-style-type: none"> ● Experience of managing smaller and less complex change projects. ● Experience in project management with a track record in delivery of a variety of types of business initiatives / projects. ● Experience of managing people in a project environment. ● Understanding and knowledge of best practice project management techniques in financial services. ● Background and knowledge of Banking / Payments Industry. ● Experience in new technology application delivery. ● Payments-specific compliance and regulatory knowledge. ● Experience of working with stakeholders, regulators and industry participant teams. ● Experience of working in a matrix management style ● Ability to manage competing priorities for a project. ● Some experience of budget and financial management desirable.
Specific Skills	<ul style="list-style-type: none"> ● Experience in smaller and less complex change projects – including adhering to best practice techniques. ● Provision of regular reporting on projects. ● Financial management tracking & forecasting. ● Payments and financial services experience.
Qualifications and Training	<ul style="list-style-type: none"> ● Relevant professional qualification desirable, with good understanding of the financial services and payments industry.
Competencies	<ul style="list-style-type: none"> ● In alignment with Pay.UK competency framework

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Confirmation

I confirm my understanding and my agreement to the above job description.

Signed: _____

Date: _____



Version Control

Document Owner	Operations Directorate			
Version number	1.7			
Governance	Draft:	Review:	Approve:	Approval Date:
Review Frequency			Next review date:	
Document reference				

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