

Role Profile

Position Title	Data Analyst
Directorate	Chief Administration Office
Reports to (Position)	Data Manager
Role type	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Fixed Term <input type="checkbox"/> Secondment <input type="checkbox"/> Contract
Contract Term (if applicable)	
Line management Responsibilities?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Grade	15
Working hours	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time FTE:
Location	2 Thomas More Square, London E1W 1YN. Reasonable travel.
Context of the role	<p>The Chief Administrative Office (CAO) focuses upon the internal facing aspects of running Pay.UK Ltd such as Technology, Facilities, Data and Analytics. For completeness the external facing aspects of Pay.UK Ltd [e.g. Payment Scheme Operations, Product, and Industry Engagement] reside within the other Pay.UK Ltd directorates particularly the Operations Directorate.</p> <p>The CAO is; therefore, accountable for the delivery of efficient and effective enterprise services that support Pay.UK Ltd in its execution of accountabilities and obligations running the company.</p> <p>Through the centralisation of cross company activities [enterprise services] we will drive effectiveness and efficiency by achieving economies of scale, consistency of execution and adherence to recognised industry good practice and standards enabling Pay.UK Ltd to run reliably, securely, safely, resiliently and economically on behalf of all Pay.UK stakeholders.</p>
Role Dimensions	
Summary of Role	Manage Pay.UK management information (MI), both operational and analytical, and associated data analysis processes and procedures, including the production of regular and ad-hoc MI reports and MI dashboard updates on a timely basis. Provide quantitative analysis in support of Pay.UK strategy and

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	<p>development initiatives.</p> <p>Manage the development of strategic insight and research to support the payment ecosystem end to end and manage the distribution of published material, leveraging commercial opportunities as appropriate.</p> <p>Maintain understanding of the end-to-end payments landscape combining insights and data internally across Pay.UK, stakeholder engagement and horizon scanning of the industry leveraging from internal and external market analytics capabilities.</p> <p>Facilitate the transparency of the ecosystem to the supplier market.</p> <p>Apply data strategy including maintaining associated Data Policies that enable Pay.UK strategy and ecosystem needs (GDPR), and drive commercial opportunities that may arise from data exploitation.</p>
<p>Key Accountabilities</p>	<p>Operational:</p> <ul style="list-style-type: none"> • Manages regular data collection from participants, vendors, third parties at agreed frequency • Regular engagement with key internal and external stakeholders on BAU activities • Manages, and is responsible for, the production of regular management information (MI) reports and publications, (e.g. daily, weekly, monthly, annually) together with detailed analyses and presentations (where relevant) and as required by internal and external Pay.UK stakeholders. Reports include, but are not limited to, data relating to performance, operations, assurance, fraud, regulatory, clearing, risk, settlement, suppliers, service, security, and KPIs. • Provides knowledge and insight of current and future business performance and trends for the Schemes by producing volume forecasting reports to facilitate effective business planning and capacity management activities. • Contributes to continuous efficiency and effectiveness improvements through enablement of fact-based decision making. Explores, validates and manages information management sources, using independent resources, where approved.

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	<ul style="list-style-type: none">• Supports the business areas with the development of required MI dashboards and frameworks ensuring they are fit for purpose, providing expertise to foster the best outcome.• Establishes, develops and introduces self-service reporting and analytical tools adopted across the business. <p>Analytical:</p> <ul style="list-style-type: none">• Data preparation. Cleaning, validating transforming the data to ensure accuracy, completeness, uniformity and suitability for analysis• Designing and building reporting and analytics dashboards on BI Tools that track key metrics and provide actionable insights e.g. Power BI, R Studio <ul style="list-style-type: none">• Produces ad-hoc reports and publications, together with detailed analyses and presentations (where relevant), as required for a wide range of Pay.UK stakeholders including the Board, ExCo, Regulators, Business areas, Participants, Suppliers and Committees, liaising with them, or their representatives, as appropriate, in terms of content and timely provision.• Completes the gathering, analysis, evaluation and manipulation of payment, supplier and Participant performance data, to produce informative reports and publications, based on historical activity, trends and changes, for a wide range of Pay.UK stakeholders including the Board, Schemes and committees.• Proactively seeks trends in fraud MI, where appropriate, and ensures these are effectively communicated to the relevant stakeholders.• Provides Payments ecosystem insight to support strategic decision making.• Provides quantitative analysis to support Pay.UK strategy along with evaluation of proposals and projects, liaising with Pay.UK Directorates and stakeholders regarding the content and timing of the analysis.• Contributes to the data strategy including developing and maintaining
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	<p>of Data Policies that enable Pay.UK strategy and ecosystem needs (GDPR).</p> <ul style="list-style-type: none">• Develops and uses available IT tools to extract and present data as required, and is actively involved in the development of systems, tools and techniques to improve reporting and analysis.• Where required, undertakes data loads and data and user administration, along with responsibility for the administration of the systems and databases; ensures timely updates to reference data, as relevant, and contacts information across the various data repositories.• Ensures sourcing and integration of external data to ensuring data integrity.• Implements the data visualisation standards and ensures data policies, processes, governance and tools are updated to agreed standards, to deliver data requirements.• Contributes to the establishment of the framework, processes and systems required to provide a central view of data that allows Pay.UK to run and improve the business with the strategy and governance that goes with this. This includes the development of a granular understanding of transaction and performance data for Pay.UK provided services.• Contributes to the establishment of the capability to undertake neural network / pattern analysis to proactively identify issues or trends.• Supports, facilitates and presents at Pay.UK business and stakeholder meetings, as required.• Supports and advises colleagues on the use of data to ensure that statistics are not taken out of context, or misunderstood in terms of their nature and composition. <p>Other obligations:</p> <ul style="list-style-type: none">• Ensure compliance with all Pay.UK policies and procedures and complete required compliance training in a timely manner.
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	<ul style="list-style-type: none"> • Comply with Pay.UK’s Data Protection Policy and all associated procedures and processes and communicate any data protection risks to the Data Protection team without delay. • Promote diversity and inclusion across Pay.UK to build a workforce that reflects the users we serve and provides equal opportunity for all colleagues.
Behaviours	Aligned with Pay.UK Values
Internal & External Interactions	<ul style="list-style-type: none"> • Regulators • Participants • Providers • Pay.UK Operations, Service Lines, Finance, Risk, Regulatory Engagement, and other Pay.UK Directorates as relevant
Qualifications and Experience	<ul style="list-style-type: none"> • Educated to a degree level. Professional qualification preferred, with strong understanding of the financial services and the payments industry. • Good knowledge and experience working with visualisation tools. e.g. Power BI, Tableau, etc • Good knowledge and experience working with databases, including design, modelling and architecture e.g. SQL Server, Oracle. Experience with Cloud environments beneficial • Stakeholder engagement • Good understanding of the Financial Services / Retail Payments market • Proven track record and project experience of data analysis, modelling and management reporting • Significant experience with data manipulation using analysis, modelling and reporting tools
Core Skills and Competencies	<ul style="list-style-type: none"> • Recognised capability in establishing, developing and implementing data management and data analytics practice area or function operating as a centre of expertise • Excellent stakeholder management skills coupled with the ability to quickly understand stakeholder needs and define and ensure

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	<p>the implementation of corresponding actions</p> <ul style="list-style-type: none"> • Solution oriented with bias for action and a pragmatic attitude • Ability to anticipate and identify potential risks, limitations as well as opportunities, related to MI activities
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Version Control

Document Owner	People Directorate			
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Review Frequency			Next review date:	
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