pay.uk

Role Profile

Role Title	**Enterprise Data Governance Programme Manager**
Directorate	Services
Reports to	Head of Enterprise Change
Role type	☐Permanent ☒ Fixed Term ☐ Secondment ☐ Contract
Line Manager responsibilities (Yes/No)	☐ Yes ☒ No
Level	TBC
Location	2 Thomas More Square, London. Reasonable travel may be expected. During Covid-19 pandemic working from home is highly likely part time or even full time subject to government guidance
Organisational Context	**Pay.UK** Pay.UK maintains and develops the UK's retail payment systems and standards; that are core to the economy being able to function on a day-to-day basis. 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. 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. Every day, individuals and businesses use the services we provide to receive salaries, pay 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.
	<u>Directorate:</u>
	The Services Directorate focuses upon the *internal facing* aspects of running Pay.UK Ltd such as Change, Technology, Facilities, Data & Analytics, Communications, Legal and Data Protection.
	For completeness the *external facing* aspects of Pay.UK Ltd [e.g. Payment Scheme Operations, Product, Industry Engagement] reside within the other Pay.UK Ltd directorates particularly the Operations Directorate.
	The Services Directorate 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.
	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.
Summary of Role	The Enterprise Data Governance Programme Manager will have a strong track record being both expert at establishing and delivering change as well as being a domain expert in Enterprise Data Governance Models; policies, procedures and processes along with deep expertise of migrating organisations to an appropriately mature set up:
	(a) Establish and deliver a programme of work that optimally delivers an enterprise Data Governance Framework across Pay.UK which includes but is not limited to the Data Strategy, current and target state analysis, implementation of relevant artefacts and controls embedded as BAU.
	(b) Liaise with respective policy owners to develop and implement the data standards and policies to underpin the Data Strategy.
	(c) Bring data expertise that not only allows for the delivery of the programme but also mentors and advises on the best way to manage data related

projects across the enterprise in parallel to this transformation.

(d) Liaise with other Pay.UK teams such as Architecture, IT Security and Compliance for the delivery of component parts of the Data Governance Framework.

(e) Work into the Head of Data & Analytics, whilst being part of the Change Practice to ensure smooth transition of change projects into production going through appropriate QA; Go No Go and Service Introduction activities

(f) Report into the Head of Change ensuring that the transformation programme aligns to the organisational transformation constructs.

(g) Establish appropriate governance such as Project Steering boards, Project Review Boards, Go/No Go decisions, etc. to support appropriate manage of change.

(h) Maintain all project governance artefacts and reporting standards as set-out by the CSO PMO including regular stakeholder briefing packs, RAIDS log, etc.

(i) Apply communication, analytical, and problem-solving skills to help develop the data artefacts and ensure they are aligned with the Data Strategy

(j) Be able to advise and be an expert on data aspects including platforms, visualisation, cultural integration, training, technical data strategy, external sourcing engagements, vendor management, etc.

(k) Have a sound, and in some areas, deep knowledge of relevant technologies, change, transformation, strategic and project management.

Commitment and time period	☒ Full time ☐ Part time	100 FTE (%)
	Time period:- 12 months; with high probability subject to performance of extension.	
Internal & External Interactions	• Pay.UK Directorates • External stakeholders as relevant	

	• 3rd Party Vendors • Pay.UK Executive • Pay.UK Board Members
Accountabilities	Principal Accountabilities ***Deliver to the core priorities as defined in Role summary*** Specifically, but not limited to; Data Enterprise strategy implementation • Develop, agree and implement an enterprise change plan to evolve Data Governance to target state • Contribute and support the development of the Data Strategy including reference data management, data migration strategy, data lineage and data integration strategy and take these through appropriate governance • Apply communication, analytical, and problem-solving skills to help develop the data artefacts and ensure they are aligned with the Data Strategy • Maintain the relationship between the Data & Analytics and Change teams including overseeing change impact assessments, Data pipeline, etc. • Support development and implementation of the data standards and policies that underpin the Data Strategy • Ensure appropriate procedures are used in respect of planning, monitoring and management. Stakeholder Management • Build and maintain strong relationships with all key stakeholders, both clients and vendors. Vendor Management • Work with and manage the day to day specialist 3rd parties engaged to

help shape the Data Strategy for the organisation

- Establish joint vendor delivery mechanisms holding all parties to account

- Establish vendor selection and RFP processes to drive strategic partner selection

- Establish a joint delivery plan with vendors to ensure changes are delivered on time/ on budget and to the quality required

Finance

- Ensure that all budgets are agreed, managed to and monitored dealing with any deviations

- Ensure that business cases are developed and approved for all Data change related activity

Technical Delivery

- Manage the technical delivery of the enterprise data strategy solution and implementation

- Provide expertise of Data, architecture, asset management, retention etc driving appropriate control changes to meet policy

Data Protection

- Ensures that policies and procedures are followed.

- Complies and / or ensures compliance with Pay.UK Data Protection policy, processes and all relevant legislation.

- Maintains effective communication on data protection compliance with the CRO and Head of Data Protection as appropriate.

	• Identifies section specific data protection risks, and mitigating actions, communicating these to the CRO and Head of Data Protection without delay.
	• When aware, communicate, in confidence, to the CRO and / Head of Data Protection, data protection risks likely to impact the organisation as a whole.
Knowledge and Experience	• Expert in Change Management [Programme and Project Management] • Experience of designing and implementing data governance frameworks • Experience of implementing of industry models and standards for Data Governance e.g. DAMA, DCAM, etc. • Proven experience & knowledge of best practise of data analysis techniques in financial services where the output is regulated and a standard process must be followed. • Experience with conducting enterprise wide data maturity assessments and implementing the roadmap to address any associated gaps • Knowledge of Banking with Payments-specific compliance and regulatory knowledge. • Working knowledge of implementing integrated enterprise data architecture framework and models including the master data management frameworks • Experience in the design of the data analytics platform that will cater for future capabilities using data science techniques such as artificial intelligence, machine learning, etc. • Expert in anything data related especially in helping organisations understand the opportunities and a proven background in their delivery • Experience of helping organisations transition technologically to a Smart/Agile working future

	- Sound knowledge and understanding of Big Data frameworks and other relevant technology principles - Strong stakeholder management at all levels of an organisation - Understanding of technical environment and credibility with internal and external stakeholders - Proven experience of working in a matrix management style - Strong leadership and team management experience
Specific Skills	- Data Governance and Data Strategy development - Change and transformation management - Project and programme management - Stakeholder & vendor management - Communications skills - Reporting, MI and Presentation production skills specifically Exec / Board level - Sufficient experience within a multi stakeholder environment - Good interpersonal skills and a team player - Required to work independently and with internal colleagues and external contacts
Qualifications and Training	- Relevant work experience - Professional qualification preferred, with good understanding of the financial services and the payments industry
Competencies	- In alignment with Pay.UK competency framework

Confirmation

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

Signed: _____

Date: _____

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Version Control

Document Owner	Services Directorate			
Version number	1.0			
Governance	Draft: CSO	Review:	Approve:	Approval Date:
Review Frequency		Next review date:		
Document reference				

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.