

Role Profile

Position Title	Head of NPA Business Analysis
Position Code	
Directorate	NPA
Reports to (Position)	NPA Programme Director
Role type	<input type="checkbox"/> Permanent <input checked="" type="checkbox"/> Fixed Term <input type="checkbox"/> Secondment <input type="checkbox"/> Contract
Contract Term (if applicable)	2 Year FTC
Line management Responsibilities?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No circa 12 BA direct/indirect reports
Grade	19
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 NPA Directorate is accountable for the delivery of the New Payments Architecture Programme (NPA Programme) in its widest sense, to enable Pay.UK to realise the full embodiment of the new ecosystem expectations illustrated in the strategy set out by the Payments Strategy Forum.</p> <p>The delivery of the NPA programme is crucial to ensure Pay.UK delivers the critical retail payments infrastructure that will support a fast-changing payments landscape. The NPA will enable innovation and competition within the marketplace without compromising on the robustness and resilience that is core to ensuring that payments stay safe and trusted.</p> <p>The Chief Business Analyst for the NPA Programme ensuring requirements are defined, evolved and traced through to deliver expected benefits.</p>
Role Dimensions	<p>Direct/ Indirect Reports: 12 direct/indirect reports</p> <p>To visualise the business usages and benefits of NPA in order to support the wider eco system business case.</p>

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	<p>To lead on strategy, ways of working, operating model, skills and competencies for the team to provide high quality business analysis supporting the programme, related projects and development of the NPA operating model.</p> <p>End to end Analysis: Throughout the programme phases and through to UAT, conduct high quality accurate business analysis to inform the design, outcomes and process assessing the business model and its integration with the NPA technology. Take the lead in the significant BA programme activity such as:</p> <ul style="list-style-type: none"> - Overall Programme scope catalogue and traceability - Analysis to show where we have deviated from the PSR Blueprint and why - Input into appropriate consultation documents - Provide the interlock between the technical aspects of the delivery and the business functions - Lead and organise the BA team and drive efficiency/effectiveness based on skills and capabilities - Engage with Strategy and Products teams to ensure they are fully aligned to NPA, and vice versa, representing both through NPA. - Focus upon NPA benefits ensuring the integrity of requirements is maintained and delivers all the way through to benefits realisation. <p>Responsible for the end to end management, and delivery of requirements gathering and leading this team of BA's, to ensure the delivery of requirements in a agile, dynamic and flexible way.</p>
<p>Summary of Role</p>	<p>To lead and deliver high quality analysis, flexing throughout the programme phases, enabling progress whilst providing challenge focussing upon business needs, benefits and traceability once agreed and defined.</p>
<p>Key Accountabilities</p>	<ul style="list-style-type: none"> • Own and lead aspects of analysis for the NPA programme • Manage all key decisions through relevant governance including programme and Board • Deliver rigour and oversight, ensuring assurance (internal and external) is conducted on key artefacts, where required • Ensure we have a forward-facing plan with a clear understanding of the future activities that require focus • Use industry standard analysis frameworks and methodology, ensuring consistency in the programme • Pivot activities and focus through the various stages of the programme • Face off to the Vendor Delivery team where appropriate

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	<ul style="list-style-type: none"> • Develop, maintain and progress strong relations with key stakeholders both internally within the function and externally • Oversee the productivity, performance and delivery of the team, managing a team in a matrix structure with a number of direct reports <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. • 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"> • NPA Programme teams • ESC, EDF, NPACo, and Board • Participants (through SPG and working groups) • All external support activities e.g. Assurance • Vendor engagement
Qualifications and Experience	<ul style="list-style-type: none"> • Experience of very complex large change FS programmes • Experience of payments and the ecosystem is advantageous • Experience of producing high quality Business Analysis • Relevant qualifications
Core Skills and Competencies	<ul style="list-style-type: none"> • Use of analysis frameworks and methodology • Knowledge of retail Payments • Programme Delivery experience • Paper writing for senior audiences, making the complex simple • Presenting to senior audiences and adapting style

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	<ul style="list-style-type: none">• Influencing• Collaboration• Managing Change• Driving for results
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Version Control

Document Owner	People Directorate			
Version number	2.0			
Governance	Draft:	Review:	Approve:	Approval Date:
Review Frequency			Next review date:	
Document reference				

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