

Role Profile

Position Title	Senior Project Manager
Position Code	
Directorate	Chief Transformation Office
Reports to (Position)	Practice Manager PM
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	
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	Direct reports: 0
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</p>

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	consumers and businesses nationwide.
Summary of Role	To deliver medium to large-sized, more complex, higher risk projects.
Key Accountabilities	<ul style="list-style-type: none"> • To plan, organise and control medium to large-sized projects whether ‘stand-alone’ or as part of a programme, and ensure their successful delivery (in relation to time, cost and quality) with the ability to realise the benefits sought retained – a benefits realisation plan should be used from the outset for this. • To own and maintain the project plan and ensure that it complies with Pay.UK change planning standards and represents the agreement with the stakeholders in relation to scope, quality of outcome, timeline, cost and potential for benefits realisation. • To manage project risks, issues and dependencies, declare and test any assumptions on which the project plan is based. The standard RAIDL log should be used for this and as a means of capturing lessons learned during the project life-cycle. • To work with the EPMO to ensure lessons learned are shared across the change community and beyond. • To assist the sponsor and key stakeholders, including the Transformation Portfolio Lead for the Directorate concerned, in the production of business cases that clearly show how the undertaking is aligned with ambition and makes a compelling case for investment. • To work with the EPMO and the Delivery Practice to understand how the project will fit in to the portfolio and how the demand for resources can be accommodated. • To follow the standards, methods and processes agreed and apply as appropriate to keep the undertaking safe, including the production of all project related artefacts from initial business case through to closure. • To work with procurement in selecting, acquiring and implementing supplier products and services and to assist in management of the supplier during the project life-cycle. • To support the rest of the Change function, including other PMs, in continuing to improve performance and drive the growth in change

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	<p>capability across Pay.UK.</p> <ul style="list-style-type: none"> • To provide coaching, guidance, advice and support to less to Project Managers to assist in their development. • To build, lead and motivate the project team, liaising with resource owners as appropriate to ensure any line management matters (such as career development, learning etc.) are catered for to the extent possible whilst on the project. • To ensure governance standards are adhered to. • To report regularly to the sponsor and steering committee on progress according to plan, outlook, and any intervention that may be required. To work with the EMPO in ensuring reporting standards are adhered to and that the portfolio context is used to inform the status update. • To develop strong working relationships with all key stakeholders in the Directorates and in the Change function. <p>Other obligations:</p> <ul style="list-style-type: none"> • As a senior leader within Pay.UK embed the vision and values of Pay.UK acting as an ambassador and role model. • Ensure compliance with all Pay.UK policies and procedures and complete required compliance training in a timely manner. • Comply with Pay.UK Data Protection policy, processes, communicating 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. Provide equal opportunity for all colleagues and enable colleagues to bring their authentic selves to work.
Behaviours	Aligned with Pay.UK Values
Internal & External Interactions	<ul style="list-style-type: none"> • CEO, Exco, Pay.UK Board. • Pay.UK Directorates. • Regulatory and government bodies. • People vendors, suppliers, legal advisors and consultants.

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	<ul style="list-style-type: none"> External stakeholders as relevant.
Qualifications and Experience	<ul style="list-style-type: none"> Relevant professional qualification and work experience. Management of medium to large-scale, complex change projects, either stand-alone or as part of a programme. Successful delivery of a variety of business and IT projects in a commercial and regulated environment. Managing a mixed technical and business team in a project (i.e. temporary and on a matrix basis) environment. Understanding and knowledge of best practice project management techniques in financial services. Background and knowledge of financial services. Stakeholder management and relationship building at all levels. Presentation and communication skills. Understanding and influencing
Core Skills and Competencies	<ul style="list-style-type: none"> In alignment with Pay.UK competency framework.

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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