Role Profile

Role Title	**Senior Project Manager**
Role (Job) ID	NPOPS58
Directorate	Chief Transformation Office
Reports to	Senior Project & Practice Manager
Role type	☒Permanent ☐ Fixed Term ☐ Secondment ☐ Contract
Line Manager responsibilities (Yes/No)	☐ Yes ☒ No
Level	17
Location	2 Thomas More Street, London. Reasonable travel.
Organisational Context	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. 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 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.

	Context for the Change Function in Pay.UK:
	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:
	• 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.
	Recognition by stakeholders of this expertise will enable Pay.UK to lead in implementing change to support a thriving and growing UK economy.
	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.
Summary of Role	The Senior Project Manager is a dedicated Project Manager who undertakes planning and delivery of larger and more complex change projects. They plan, shape projects and manage active projects including management of Pay.UK colleagues, contractors, consultants and external suppliers.
	The Senior Project Manager supports the Pay.UK Change Function in delivering change projects as informed by Pay.UK strategy and objectives. In undertaking these duties the Senior Project Manager will follow Pay.UK best practice processes at all times, including relevant change processes and governance processes including Design Office and Change Committee governance.
	All projects will need to be managed by them to deliver the desired business benefits within the agreed budget and the Senior Project Manager will report on project progress to agreed standards and timescales.

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<td>The Senior 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 or other project leader as appropriate.</td>
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<td>Internal & External Interactions</td>
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- Pay.UK Committees and Councils
- Pay.UK Change Committee and Design Office
- External senior stakeholders
- Payments and financial services industry project and working groups
- Programme and Project Managers across Pay.UK's portfolio
- All Pay.UK Directorate colleagues

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<td>Commitment and time period</td>
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☒ Full time   ☐ Part time   100   FTE (%)

Time period: -

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<td>Accountabilities</td>
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Principal Accountabilities

- Lead programmes and larger projects for Pay.UK using best practice to deliver the desired business benefits.
- Lead on the production of the project initiation documents and other key project documents with particular focus on stakeholders, scope, objectives and desired benefits, key features and constraints.
- Personally develop project plans to support Pay.UK change agenda.
- Personally own their project RAID log and manage dependencies effectively and produce RAG status reports in support of projects.
- Personally manage stakeholders effectively within the context of the project in question.
- Directly manage the production of project reporting, including both written and verbal presentations to internal and external groups and committees, either directly or by management of team colleagues.
- Lead on the set up and management of project teams and management and day-to-day tracking of project budgets.
- Lead meetings, workshops and requirement gathering sessions with

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	internal and external stakeholders.
	
	• Lead project management of change-control capture, assessment and delivery; ensuring best practice traceability of all decision making.
	
	• Where applicable, lead on define testing strategies and approaches in conjunction with Pay.UK Technology and Security teams.
	
	• Produce success criteria, PiDs, PIRs and Lessons Learned to support ongoing learning on project delivery.
	
	• Personally lead the post project evaluation of the project success and cost/benefits realisation assessment.
	
	Other Obligations
	
	• Data Protection
	
	   o Comply and / or ensure compliance with Pay.UK Data Protection policy, processes and all relevant legislation.
	
	   o Maintain effective communication on data protection compliance with the CPO and DPO as appropriate.
	
	   o Identify relevant data protection risks, and mitigating actions, communicating these to the CPO and DPO without delay.
	
	   o When aware, communicate, in confidence, to the CPO and / DPO, data protection risks likely to impact the organisation as a whole.

Knowledge and Experience	• Experience of leadership at programme and large-scale project level. • Significant experience in project management with a track record in successful delivery of all large/complex business initiatives / projects. • Strong background and knowledge of Banking / Payments Industry. • Experience of managing people and teams with evidence of high performance. Ideally has experience with complex, long-cycle technology launches, migrations, or transformations. • Proven experience & knowledge of best practise project management techniques in financial services. • Experience in new technology application delivery; practical knowledge and ability to future proof design and partnership with specialist technical

	architects.
	• Payments-specific compliance and regulatory knowledge.
	• Proven experience of working with senior stakeholders, regulators and industry participant teams.
	• Proven experience of working in a matrix management style.
	• Proven track record of managing competing priorities across a wide range of projects.
	• Day-to-day budget and financial management.
Specific Skills	• Leadership experience in managing major projects– including adhering to best practice techniques and governance / control. • Provision of regular exception reporting on projects. • Financial management tracking & forecasting. • Payments and financial services experience.
Qualifications and Training	• Relevant professional qualification preferred, with strong 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	Operations Directorate			
Version number	1.7			
Governance	Draft:	Review:	Approve:	Approval Date:
Review Frequency		Next review date:		
Document reference				