

Role Profile

Role Title	Transformation Portfolio Change Lead
Directorate	Services
Reports to	Head of Enterprise Change
Role type	<input type="checkbox"/> Permanent <input checked="" type="checkbox"/> Fixed Term <input type="checkbox"/> Secondment <input type="checkbox"/> Contract
Line Manager responsibilities (Yes/No)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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	<p><u>Pay.UK</u></p> <p>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.</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 receive salaries, pay bills and make online and mobile banking payments. Our vision</p>

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	<p>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.</p> <p><u>Directorate:</u></p> <p>The Services Directorate focuses upon the <i>internal facing</i> aspects of running Pay.UK Ltd such as Change, Technology, Facilities, People, Legal and Data Protection.</p> <p>For completeness the <i>external facing</i> 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.</p> <p>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.</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>
<p>Summary of Role</p>	<p>The Transformation Portfolio Change Lead will have a strong track record being both expert at establishing and delivering change as well as having a strong background in building and supporting transformation portfolios and driving their successful delivery;</p> <ul style="list-style-type: none"> (a) Act as the primary transformation/change business partner for your dedicated business Directorate. Work with the leadership of that Directorate to manage the change portfolio and be the owner of anything change/transformation related. (b) Guide, consult and drive the change/transformation agenda for your Directorate ensuring that the necessary visibility, status reporting and pipeline information is always up to date and accurate (c) Be responsible for the successful delivery of the portfolio which could range across numerous change activities ensuring they are resourced

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	<p>adequately and that for new changes correct business case processes are followed through formal governance routes</p> <p>(d) Manage and provide oversight for project/change teams assigned to your Directorate to ensure that the delivery of the portfolio remains on track</p> <p>(e) Work collaboratively with other Transformation Portfolio Leads to ensure impacts and dependencies are identified but also where cross Directorate learning and challenges can be resolved jointly</p> <p>(f) Bring a level of Transformation experience that is more than having delivered programmes of work. You will need to be able to build credibility with your Directorate whilst also shaping their Transformation needs</p> <p>(g) Translate the corporate strategy for your Directorate area into transformation roadmaps ensuring that buy-in from the stakeholders is clear</p> <p>(h) Act as the Change Advocate within your Directorate ensuring that change is functionally and culturally adopted which would include learning and development associated with key changes</p> <p>(i) In addition to portfolio and transformation oversight you will be expected to be hands-on in delivery, taking a certain percentage of the portfolio and owning its delivery yourself using the set governance and standards</p> <p>(j) Will bring a level of broad expertise that not only allows for the delivery of the changes but also mentors and advises on the best way to manage change within your Directorate and across the enterprise</p> <p>(k) Own the relationships for numerous external relationships both vendor and client ensuring that the project delivery team you will have oversight for are adhering to adequate external stakeholder management</p> <p>(l) Work directly for the relevant Business Directorate either at the C-Suite level or nominated Head of level, whilst being part of the Change Practice. In this matrix style reporting your client would be the C-Suite owner whilst you directly report into the Enterprise Head of Change.</p> <p>(m) Report into the Head of Change ensuring that the transformation portfolio aligns to the organisational transformation constructs but also builds up the enterprise wide change/transformation portfolio view.</p>
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	<p>(n) Ensure that all change wishing to be implemented has a business case that outlines capital and internal costs which has been approved before work commences</p> <p>(o) To deliver regular stakeholder briefing packs and engagement ensuring full commitment across the company to changes</p> <p>(p) To establish appropriate governance such as Project Steering boards, Project Review Boards, Go/No Go decisions etc. to ensure appropriate manage of change</p> <p>(q) To ensure that expected governance reporting standards as set-out by the CSO PMO is followed and that status reporting is provided as required</p> <p>(r) To introduce appropriate QA to all deliverables ensuring quality and fit for purpose nature of all artefacts</p> <p>(s) Support Chief Services Office and Heads Of in the Services function with insights, MI, status reporting and up to date information on the portfolio</p> <p>(t) To maintain relevant RAID logs pro-actively managing change to deliver the agreed benefits</p> <p>(u) Act as a credible interface between all levels of the business and data, able to interpret business needs into the requirements and vice versa.</p> <p>(v) Have a sound, and in some areas, deep knowledge of relevant technologies, change, transformation, strategic and project management.</p>	
Commitment and time period	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time	100 FTE (%)
	Time period:- 12 months; with high probability subject to performance of extension.	
Internal & External Interactions	<ul style="list-style-type: none"> • Pay.UK Directorates • External stakeholders as relevant • 3rd Party Vendors • Pay.UK Executive • Pay.UK Board Members 	

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Accountabilities	<p>Principal Accountabilities</p> <p><i>Deliver to the core priorities as defined in Role summary</i></p> <p>Specifically, but not limited to;</p> <ul style="list-style-type: none"> • Own, maintain ensure the delivery of the Directorate Transformation Portfolio • Ensure portfolio accuracy from both content and health at the Directorate level and back to the Enterprise level • Be the conduit and enabler within your Directorate to ensure the corporate strategy is translated into the Transformation plans and reported against • Own and deliver aspects of the portfolio yourself bringing your extensive change delivery experience to the fore • Develop, agree and implement an enterprise change plan to evolve data to target state • Create, define and deliver projects individually and collectively to optimal effect • Ensure appropriate procedures are used in respect of planning, monitoring and management. • Ensure that all transformation & change and work is appropriately scoped and agreed with the business prior to delivery. • Ensure the appropriate governance is adhered to when delivering change, specifically concerning change control and project prioritisation. • Ensure that strategic delivery plans are fed into the overall Enterprise Change plan to maintain an accurate view of all companywide change <p>Stakeholder Management</p> <ul style="list-style-type: none"> • Build and maintain strong relationships with all key stakeholders, both clients and vendors. <p>Vendor Management</p>
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	<ol style="list-style-type: none"> 1. Work with and manage the day to day specialist 3rd parties engaged to help shape the data strategy for the organisation 2. Establish joint vendor delivery mechanisms holding all parties to account 3. Establish vendor selection and RFP processes to drive strategic partner selection 4. Establish a joint delivery plan with vendors to ensure changes are delivered on time/ on budget and to the quality required <p>Finance</p> <ul style="list-style-type: none"> • Ensure that all budgets are agreed, managed to and monitored dealing with any deviations • Ensure that business cases are developed and approved for all IT change related activity <p>Technical Delivery</p> <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> ○ Ensure that policies and procedures are followed and monitor that colleagues within the Department receive appropriate training. ○ Comply and / or ensure compliance with Pay.UK Data Protection policy, processes and all relevant legislation. ○ Maintain effective communication on data protection compliance with the CPO and DPO as appropriate.
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	<ul style="list-style-type: none"> ○ Identify section specific data protection risks, and mitigating actions, communicating these to the CPO and DPO without delay. ○ When aware, communicate, in confidence, to the CPO and / DPO, data protection risks likely to impact the organisation as a whole.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> ● Expert in Change Management [Programme and Project Management] ● Expert in Transformation & Change Portfolio management rather than just Programme/Project Management ● Expert senior stakeholder, Vendor Management; Out-Sourcing ● Expert of managing matrix transformation/change delivery teams and managing a concurrent portfolio of more than 10 concurrent change programs ● Experience of helping organisations transition technologically to a Smart/Agile working future ● Strong stakeholder management at all levels of an organisation ● Excellent understanding and experience of change and transformation management ● Understanding of technical environment and credibility with internal and external stakeholders ● Strong leadership and team management experience
<p>Specific Skills</p>	<ul style="list-style-type: none"> ● Enterprise Data Programme delivery and wider data related change portfolios ● Stakeholder & vendor management ● Strategy definition, development and implementation ● Change and transformation management ● Project and programme management ● Communications skills

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	<ul style="list-style-type: none"> Reporting, MI and Presentation production skills specifically Exec / Board level
Qualifications and Training	<ul style="list-style-type: none"> Relevant work experience
Competencies	<ul style="list-style-type: none"> 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				

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