

UK Payments Administration Limited**Job description****Job title:** Information Management Analyst (Technical)**Division/Company:** Operations Division, UK Payments Administration**Reporting To:** Head of Information Management**Salary band:** E

Information Management Unit

Information is vital to the UK Payments industry. The Information Management (IM) Unit is the authoritative source of management information supporting decision-takers within the UK payments industries, including members of the Payments Council and of The UK Cards Association, and informing those who seek to comment on developments in the industry. The IM Unit interprets and adds value to industry statistics reported by the members and associates of the companies and organisations for whom UK Payments Administration provides services through the collection of data and the presentation of reports based on a consideration and analysis of relevant metrics. This allows an understanding of key issues and the impact that these may have on the payments industry and of the industry's contribution to the national financial and economic environment.

The unit provides both operational and system management services and the development of new business applications to support all UK Payments business units (referred to here as end-users). Whilst Microsoft Office applications are used to generate reports and undertake some data manipulation, two Oracle databases are central to the work of the unit. These are known by the acronyms MIS and CAMIS. MIS is the Management Information System – created to handle transactional card fraud data, and CAMIS is the CARds Management Information System – created originally to handle data from card issuers, acquirers and ATM operators but now in use for all of the unit's data.

Purpose of job:

To provide accurate and timely analysis to end-users, and directly to the member organisations for whom UK Payments Administration provides services, as well as ensuring accurate administration of the unit's systems and processes. To maintain data integrity in addition to overall system management. To develop and manage relationships with data providers, payment industry schemes, associations and groups, external consultants and internally within UK Payments Administration with the end-users. To exploit data synergies and continually seek to improve and evolve the efficiencies of systems and processes.

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Main activities and responsibilities:

1. System & process development

- Contribute to the development of MIS and CAMIS to meet end-user requirements for effective operational and strategic MI having regard to the IM Automation Guidelines and Standards.
- Liaise with internal and external software developers and data providers in support of future development phases of the MIS and CAMIS.
- Develop CAMIS Generic Forms in consultation with end-users to capture new reporting metrics in a timely and cost-effective manner.

2. System and data management

- Ensure documentation of work processes and procedures within own areas of responsibility.
- Co-ordinate resources involved in the use / development of CAMIS/MIS systems.
- Administer CAMIS ad-hoc query tools (e.g. connectivity to datasets held in Oracle Views).
- Assess data integrity in the MIS and CAMIS systems, undertake MIS data loads and data administration.
- Liaise with data providers to maintain robust and secure delivery channels.

3. Production of UK payment industry MI reports, ad hoc statistical queries/analysis

- Develop current MI systems to extract and present reports using Microsoft Office tools and Oracle Discoverer in line with IM Automation Guidelines and Standards.
- Take responsibility for the timely production of reports and the associated detailed analyses and presentations.
- Contribute to the process of adding value to reports produced by other team members.
- Respond to ad hoc queries from end-users, members of the public and other bodies, ensuring that these enquiries are handled efficiently and that the confidentiality of individual member's data is upheld.

4. Other

- Keep a broad understanding of plastic card and payments systems; in particular of current economic, financial and political issues that impact on the payments industry.
- Train and/or cover for other team members.
- Contribute to industry project groups to develop and provide statistical analyses and management information (one example is the Fraud Control Steering Group for non-plastic fraud reporting)
- Undertake any other duties as may reasonably be requested

Scope:

- Member of the Information Management unit, reporting directly to the Head of Information Management.
- Internal contacts – All UK Payments Administration employees.
- External contacts –All members of the bodies for whom the UK Payments Administration provides services, members of the public, other organisations and trade associations.
- London-based but required to travel on occasion.

| Essential Competencies: | Level |
|---|--------------|
| IT Knowledge – intermediate to advanced Excel, Word and Access including experience of Visual Basic for Applications (VBA) or similar language. | A |
| Proven problem-solving skills with excellent attention to detail, numerate. | B |
| Professionalism | C |
| Teamwork | C |
| Interpersonal and Communication | C |
| Prioritisation and Time Management | C |
| Creativity and Flexibility | C |
| Motivation | C |

| Desirable Competencies: | Level |
|--|--------------|
| IT Knowledge - Experience of the query tool Oracle Discoverer (Admin & Desktop) and Oracle SQL desired but not essential. | A |
| Payment Industry Knowledge and Expertise encompassing an understanding of economic / market / political conditions and drivers, and how these impact on the cards / payment arena. | B |
| Business Analysis & Consultancy, including the ability to report and comment on statistics / information | B |
| Graduate/equivalent qualification or experience working for a trade association/bank is desirable. | |

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