

UK Payments Administration Limited**Job Description**

Job Title: Information Management Analyst

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 UK Payments Administration's business units and informing those who seek to comment on developments in the industry. The IM Unit interprets and adds value to industry statistics reported by members of UK Payments Administration customer groups including The UK Cards Association through 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 team provides both operational and system management services and the development of new business applications to support all UK Payments Administration business units.

Purpose of Job:

To process and validate industry fraud management information (MI) for use by the Plastic Fraud Prevention Forum and the Fraud Control Steering Group, their members and other stakeholders to help shape strategic and tactical initiatives and specific project work for plastic and non-plastic payments. To critically examine data submissions for plausibility and accuracy and where necessary liaise with external contacts to resolve discrepancies. To provide dedicated MI support to the activities of the Fraud Control Unit (FCU), providing an integral link between FCU and Information Management. To support the system administration requirements of IM Unit's systems and processes.

Main activities and responsibilities:

1. Production of UK payment industry MI reports

- Responsible for the production of reports and the associated data as follows:
 - Periodic (weekly, monthly, quarterly) industry fraud reports for both plastic and non-plastic fraud in conjunction with FCU Fraud Business Analyst.
 - Performance monitoring / benchmarking.
 - Fraud forecasts – maintain and update the forecasting model to facilitate detailed analysis by the FCU Fraud Business Analyst.
- Contribute to the process of adding value to reports produced by other team members.

2. Ad hoc statistical queries / analysis

- Respond to ad hoc statistical queries from UK Payments Administration customer groups, other units within UK Payments Administration, 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.
- Proactively seek trends in the fraud MI and ensure these are effectively communicated to the FCU Fraud Business Analyst.

3. System and data management

- Ensure full documentation of work processes and procedures within own areas of responsibility.
- Undertake data loads and data & user administration within the Fraud Management Information System [MIS] and the Cards Management Information System [CAMIS] as directed.

4. Other

- Keep a broad understanding of the fraud and payments systems areas; in particular of emerging trends in fraudsters' modes of operation, current fraud prevention technologies and methodologies as well as economic, financial and political issues that impact on the payments industry.
- Build and maintain excellent working relationships with key stakeholders in the fraud arena including (but not limited to) members, Card Schemes, overseas bodies, third party suppliers and government agencies.
- Provision of cover for other team members as required.
- Undertake any other duties as may reasonably be requested.

Scope:

- Member of the Information Management team, reporting directly to the Head of Information Management;
- Internal contacts – All UK Payments Administration employees.
- Primary customer group – Fraud Control Unit.
- External contacts – UK Payments Administration members, members of the public, other bodies and trade associations.
- London based but required to travel on occasion.

Core competencies:	Level
<p><u>Teamwork</u></p> <p>Collaborates Seeks out and uses ideas, opinions and insights from other team members. Communicates fully and openly and is willing to share information and ideas. Gains trust and confidence of team members.</p> <p>Builds Relationships Develops cooperative relationships with key contacts within UK Payments and - where relevant - amongst customers. Encourages others within the team to work together and contribute to team decisions and plans.</p>	C
<p><u>Interpersonal and communication</u></p> <p>Presentation Skills Has good verbal communication and presentation skills, adjusting communication style to different audiences.</p> <p>Written Communication Has good written communication skills, and can prepare written work for different audiences.</p> <p>Diplomacy Displays diplomacy in a variety of situations. Demonstrates sensitivity.</p> <p>Manages Conflict Manages conflict or differences in opinion effectively by seeking to understand the point of view of others.</p> <p>Handles Conflict Handles differences in opinion or viewpoints without reacting aggressively.</p>	C
<p><u>Solution-focused</u></p> <p>Open Minded Is willing to adopt new approaches and techniques, both personally and for the team, not just sticking to traditional approaches. Encourages new approaches.</p> <p>Awareness Appreciates the various political, social and environmental influences that exist when assessing situations. Demonstrates cost awareness. Demonstrates risk awareness, evaluating the level of risk associated with particular courses of action.</p> <p>Decisive Makes reasoned judgments in a timely fashion. Commits to a course of action without undue delay or prevarication.</p> <p>Thinks as Part of a Team Focussed on team solutions. Always takes into consideration the impact of own decision making on other business units.</p>	B

<p><u>Prioritisation and time management</u></p> <p>Manages Work Determines requirements by breaking work down into tasks and identifying types of equipment, materials and people needed. Prioritises work to handle competing demands. Tracks and completes goals in an accurate and timely manner.</p> <p>Accountability Takes accountability for own and others work and time to ensure work is completed to a high standard.</p> <p>Co-ordinates Resources Utilises and co-ordinates resources to complete work efficiently.</p>	C
<p><u>Creativity and flexibility</u></p> <p>Promotes Change positively to team members and advocates difficult situations as opportunities for learning. Speaks positively about advantages of change to others and the need for flexibility.</p> <p>Advocates New Approaches Encourages in others the need to modify behaviour to deal effectively with changes in the environment. Encourages others to try new approaches to complete work.</p> <p>Develops Initiative Takes advantage of opportunities to learn and uses feedback to improve performance. Learns by their own experiences and the experiences of colleagues, and encourages others to do the same.</p>	C
<p><u>Motivation</u></p> <p>Committed to continual learning to keep in line with the business as the environment changes.</p> <p>Works above and beyond Shows commitment to UK Payments by exceeding internal & external customer needs and delivering a quality service. Is willing to go beyond the boundaries of the role if necessary.</p> <p>Adaptability Responds positively and co-operatively to change challenges and conflicting demands.</p> <p>Persistence Persists in seeking goals despite obstacles and setbacks. Is self-motivated, and motivates others to complete the job at hand.</p>	C
<p><u>Professionalism</u></p> <p>Encourages Others Encourages others to seek out opportunities for improvement. "How can we improve?"</p> <p>Quality Standards Sets up qualitative measures and targets to track, monitor and improve the quality of work outputs. Promotes risk awareness. Sets and achieves quality standards</p> <p>Goes Above and Beyond Takes action that goes beyond job requirements in order to achieve a focus on continuous improvement.</p> <p>Builds Customer Relationships Always acts with the customer in mind by delivering quality customer service and developing service to meet customer needs.</p>	C
<p>Generic competencies:</p>	Level
<p><u>Payment industry knowledge and expertise</u></p> <p>Law Relating to Payments Industry - General awareness and working knowledge of law relating to the payments industry</p> <p>Meetings</p>	B

<ul style="list-style-type: none"> - Attend, represent and contribute effectively to meetings <p>External Environment</p> <ul style="list-style-type: none"> - Display some knowledge and understanding of relevant external environment <p>Technical and Operational Advice/Guidance</p> <ul style="list-style-type: none"> - Provide first point of reference for stakeholders <p>Rules, Procedures, Standards and Guidelines</p> <ul style="list-style-type: none"> - Co-ordinate the development of rules, procedures, standards and guidelines <p>Evaluation of Management Information and Statistics</p> <ul style="list-style-type: none"> - Implement the recommendations - Analyse and draw conclusions from the available management information <p>Strategy</p> <ul style="list-style-type: none"> - Identify and address issues arising from the implementation of a new strategy <p>Understand Stakeholders* Relationship with the Payments Industry</p> <ul style="list-style-type: none"> - Demonstrate some knowledge and understanding of relevant stakeholder relationships <p>Stakeholder Education and Awareness</p> <ul style="list-style-type: none"> - Implement the agreed strategy 	
<p><u>Administration</u></p> <p>Relationship Management and Communication</p> <ul style="list-style-type: none"> - Manage calls and queries, if too complex direct to the relevant person - Manage diaries - Feedback and action information from meetings to the unit and division <p>Meeting Administration and Co-ordination</p> <ul style="list-style-type: none"> - Attend meetings and take minutes - Arrange internal meetings with multiple attendees - Attend internal meetings as a representative for the division - Manage national and international itineraries, booking all aspects of the travel with a company credit card - Make complex travel arrangements - Book meeting rooms and refreshments <p>Budget</p> <ul style="list-style-type: none"> - Proof divisional budgets and minutes - Manage specific budget components <p>Compliance</p> <ul style="list-style-type: none"> - Deal appropriately with highly sensitive and confidential information - Adhere to company standards and house style 	B
<p><u>Business analysis & consultancy</u></p> <p>Expertise and Knowledge</p> <ul style="list-style-type: none"> - Respond to complex industry queries - Identify problem and formulate solution - Demonstrate depth of knowledge in required areas of expertise <p>Report Writing and Publications</p> <ul style="list-style-type: none"> - Control production of formal report - Produce report with in depth analysis and interpretation - Edit reports of a non complex nature - Consult stakeholders on report content - Understand business context of report 	B

<p>Committee Paper Writing</p> <ul style="list-style-type: none"> - Understand and articulate the business issues in a clear and concise manner <p>Quantitative Analysis</p> <ul style="list-style-type: none"> - Carry out complex numerical analysis (e.g. trends, forecasts, scenario building) - Identify problem and formulate numerical analysis - Undertake model building - Research quantitative techniques and stay up to date with industry best practice <p>Qualitative Analysis</p> <ul style="list-style-type: none"> - Facilitate discussions and workshops - Promote debate - Understand the main qualitative techniques their applications and be able to apply them to specific business problems - Interview on a one to one basis - exploring context, issues, probing and thinking on your feet - Pull out key messages and provide feedback - Distinguish important and less important issues - Formulate conclusions and recommendations to drive debate - Act as a source of information for both internal and external members requiring information <p>Knowledge Management</p> <ul style="list-style-type: none"> - Formulate knowledge requirements in specific business areas - Ensure appropriate distribution channels for knowledge - Provide knowledge and an awareness of knowledge sources <p>Project Formulation</p> <ul style="list-style-type: none"> - Identify a task/project requiring attention and undertake research into the project/problem using expertise in the area - Structure project plans (time scales, budgets, and tasks) - Achieve buy-in to proposals <p>Communication</p> <ul style="list-style-type: none"> - Present to UK Payments committees/individual members and other stakeholders - Answer complex questions - Tailor messages for different audiences - Structure presentations - Provide analysis and comment - Introduce and summarise reports – drawing out the main points - Make recommendations - Chair working groups - Develop business relationship 	
<p><u>IT knowledge</u></p> <p>Livelihood</p> <ul style="list-style-type: none"> - Apply and manage permissions <p>UK Payments Contacts Database</p> <ul style="list-style-type: none"> - Manage all other fields, run reports and understand synchronisation <p>Core Microsoft Applications</p> <ul style="list-style-type: none"> - Advanced knowledge – expert user - Word – edit and maintain complicated documents, including table of contents, header and footers, linking, macros and hyper linking to other applications - Excel – apply complex formulae, macros, pivot tables link tables and advanced 	A

functions - PowerPoint – work with charts, linking, animations, flow charts Groupwise - Advanced knowledge of Groupwise	
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Job-specific competencies:
High degree of maths and analytical skills
Intermediate to advanced Excel, Word, and Access. Experience of Oracle Discoverer (Desktop) would be a distinct advantage.
Proven problem-solving skills
Professional qualification or experience of working for a trade association / bank is desirable
An understanding of the industry fraud environment would be beneficial