

Job Description

Job Title: FPS Technical Support Officer

Division: FPSL

Reporting To: FPSL Head of Development

Salary Band: E

Faster Payments Scheme Limited

Faster Payments Scheme Limited (FPSL) is responsible for managing the Faster Payments Service (FPS) launched in May 2008; it is a membership organisation, open to all, delivering a world-class instant payments capability to the UK payments market.

The Faster Payments Scheme delivers real time payment services to meet the existing and future needs of banks, building societies, their agency banks, corporates, government and retail customers in the UK.

The Faster Payments Scheme delivers real time payment services to meet the existing and future needs of the Members, their agency banks, corporates, government and retail customers. It achieves this by exploiting a shared infrastructure, delivering a highly reliable service and continuously innovating.

FPSL is responsible for the evolution and strategic development of Faster Payments; also the administration of the scheme and member / supplier / scheme company compliance with relevant internal rules, procedures, service levels and additionally, with all related external regulation.

The role offers the successful candidate a unique opportunity to move into a Financial Market Infrastructure in the UK Payments industry and contribute to the financial stability and growth of the UK economy, with responsibility for assessing controls and reporting assurance for UK leading financial service providers.

Purpose of Job

The FPS Technical Support Officer supports the FPS Technical Solutions Manager and FPS Technical Support Manager within the development function within FPSL. This encompasses:

- Delivering changes to the Scheme's service in conjunction with the Scheme's Development Forum
- Provide Subject Matter Expertise to the Scheme's Technical Group;
- Supporting development related systems changes;
- Managing testing requirements for any system changes;
- Supporting the Scheme's engagement with major change programmes, as they arise; and
- Supporting the technical implementation by new Participants by providing subject matter expertise to their IT functions.
- Manage the Participant maintenance process.

Main Activities and Responsibilities

Scheme Development Activity

- Engage with Participants on an on-going basis to ensure FPSL understands and is responsive to the business needs and aspirations of its Participants as far as the development of the FPS scheme and Paym service are concerned.
- Feed-back to the FPS Development Forum and Scheme representatives as necessary (always respecting any commercial sensitivity/confidentiality) to contribute to the Company's understanding of the market.
- Note taking at Development Forum and Technical Group meetings, plus production of short form Minutes

System Development Activity

- Develop and process the necessary Requests for Change (RFCs) between the Scheme, Participants and the Central Infrastructure to achieve the above priorities.
- Work with VocaLink on the technical development of FPS Central Infrastructure and new functionality.
- Write papers on future technological developments.

Major Testing Activity

A key focus is to oversee the management of any major testing in the Faster Payments environment, e.g. support the co-ordination of the testing of programme changes

This will include the following tasks:

- Supervise the management of the testing of VocaLink Falcon software releases and other technical changes related to the Faster Payments environment, i.e. conduct formal Acceptance Testing and any Regression Testing required with Participants' current gateways before promoting to Production.
- Support the preparation of the necessary Test Strategy, Test Plan(s) and Test Scripts
- Oversee the day to day management of testing involving VocaLink and/or Faster Payments Participants.
- Manage the development and maintenance of the standard set of test scripts.
- Update the Development Forum, Service & Operations Committee and Technical Group as appropriate on testing issues.
- Support the maintenance of the Faster Payments & Paym Test Strategy.
- Provide second line support to Software vendors undergoing Accreditation Testing

Other Duties

- Any other duties as required.

Scope

- The FPS Technical Support Officer will need to work collaboratively with the wider FPSL team.
- Other key contacts will include infrastructure providers, Scheme Participants, solution suppliers and bureaux.

- Delivery of specified projects to the Development Forum
- Co-ordination of testing in the Faster Payments environment

Scope

- Member of the FPSL Development team, reporting to the Technical Manager
- Internal Contacts – All areas within FPSL
- External Contacts – VocaLink, FPS Participants, Paym Participants, Bank of England RTGS Section, Bacs, CHAPSCo, UKPA Standards and Security, SWIFT
- London based but required to travel on occasion within UK and Europe

Possible Working Styles

(Please delete the styles which are not possible)

Occasional Mixed Working	<p>Work can effectively be done at home or remotely on an occasional basis (e.g. personal circumstances, completing project work).</p> <p>Contractual terms will remain office based.</p>
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Job Specific Competencies:
EG: SPECIFIC QUALIFICATIONS RELEVANT TO THE ROLE OR KEY SKILLS REQUIRED (PLEASE NOTE THESE DO NOT REQUIRE A LEVEL)
Working knowledge of Faster Payments an advantage
Some project management experience an advantage

PLEASE DELETE LEVELS **AND** DESCRIPTORS WHICH ARE NOT RELEVANT FOR **ALL** THE CORE COMPETENCIES

Core Competencies:	Level
<p>Teamwork</p> <p>Co-operation Willingly cooperates with others. Is aware of their actions and the impact it has on other members of the team.</p> <p>Working with Others Works effectively and constructively in teams of colleagues and - where relevant - customers and contributes to team decisions and plans. Recognises the value of teamwork.</p>	D

<p>Accepts Decisions Adheres to team and organisational expectations. Demonstrates personal commitment to the team.</p> <p>Builds Relationships Builds and maintains good working relationships with all team members. Establishes rapport.</p>	
<p>Interpersonal & Communication</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>Manages Conflict Manages conflict or differences in opinion effectively by seeking to understand the point of view of others.</p>	C
<p>Solution-Focussed</p> <p>Role Clarity Has role clarity and knowledge of objectives. Asks questions if unsure about a work task.</p> <p>Rapid response Responds rapidly when confronted with a problem after discussing and analysing available options.</p> <p>Communicates work progress and escalates issues which threaten the completion of work.</p> <p>Stakeholder Service Treats stakeholders with respect, impartiality and equality. Provides services/products that meet stakeholder needs. Provides a consistently efficient service.</p>	C
<p>Prioritisation and Time Management</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>Creativity and Flexibility</p> <p>Approaches Change positively and treats situations as opportunities for</p>	D

<p>learning, speaks positively about advantages of change and the need for flexibility. Uses Initiative.</p> <p>New Approaches Quickly modifies behaviour to deal effectively with changes in the environment. Adopts flexibility of approach and is willing to try new approaches to completing work and produces ideas to improve systems in own area.</p> <p>Adaptable and Willing to Learn Maintains effectiveness in varying situations with varying tasks, responsibilities or people. Listens to others and treats change and new situations as opportunities for learning or growth.</p>	
<p>Motivation Self Motivation Is self motivated and committed to the job at hand.</p> <p>Passionate Team Member Displays passion and enthusiasm in their role. Always strives to achieve a standard of excellence.</p> <p>Personal Development Desires to learn and grow. Seeks and uses all learning opportunities to gain self-awareness, improve own performance and realise full potential.</p>	D
<p>Professionalism Reliability Can be relied on to complete work on time and attends work on time and reliably. Understands personal responsibilities for managing risk knowing when to seek advice.</p> <p>Awareness Is aware of the need to approach and handle situations in a cost and time effective manner. Demonstrates business and social awareness. Is presentable.</p> <p>Quality Procedures Is aware of all relevant quality procedures and adheres to these during the course of their work.</p> <p>Exceeds Customer Expectations Dedicated to meeting expectations and requirements of internal and external customers.</p>	D

PLEASE DELETE LEVELS **AND** DESCRIPTORS WHICH ARE **NOT** RELEVANT FOR THE GENERIC COMPETENCIES. PLEASE NOTE YOU ARE NOT REQUIRED TO USE ALL THE GENERIC COMPETENCIES

Generic Competencies:	Level
Payment Industry Knowledge and Expertise <i>"Broad understanding of money transmission (the movement of funds in a</i>	B

secure environment) in a payments environment, including the players and processes”

Law Relating to Payments Industry

- General awareness and working knowledge of law relating to the payments industry

Meetings

- Attend, represent and contribute effectively to meetings

External Environment

- Display some knowledge and understanding of relevant external environment

Technical and Operational Advice/Guidance

- Provide first point of reference for stakeholders

Rules, Procedures, Standards and Guidelines

- Co-ordinate the development of rules, procedures, standards and guidelines

Understand Stakeholders* Relationship with the Payments Industry

- Demonstrate some knowledge and understanding of relevant stakeholder relationships

Note:

* Stakeholders are defined as infrastructure providers, Scheme Participants, solution suppliers and bureaux. It is acknowledged that stakeholders will vary depending on the area of the business in which the job holder operates. Stakeholders will be identified within the ‘scope’ of individual job descriptions.

Business Analysis & Consultancy

Expertise and Knowledge

- Respond to complex industry queries
- Identify problem and formulate solution
- Demonstrate depth of knowledge in required areas of expertise

Report Writing and Publications

- 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

Committee Paper Writing

- Understand and articulate the business issues in a clear and concise manner

Quantitative Analysis

- Carry out complex numerical analysis (e.g. trends, forecasts, scenario

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<p>building)</p> <ul style="list-style-type: none"> - 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 company 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 relationships 	
<p>IT Knowledge</p> <p>SharePoint</p> <ul style="list-style-type: none"> - Adding items/documents and understanding permissions - Undertake housekeeping and managing contacts, committees and user groups <p>Company Contacts Database</p> <ul style="list-style-type: none"> - Create contacts and companies - Manage secretary aides 	B

<p>Core Microsoft Applications</p> <ul style="list-style-type: none"> - Medium knowledge – capable user - Word – edit, format and maintain basic documents - Excel – create, edit and maintain basic spreadsheets. Including using formulae, charts and graphs - PowerPoint – design, import, knowledge of printing, document setup and an understanding of master slides <p>Outlook</p> <ul style="list-style-type: none"> - Filters, categories, shared folders, proxy, re-occurring appointments, retracting appointments, multi-user tabs, HTML emails <p>Personal Computer Use</p> <ul style="list-style-type: none"> - Use shortcuts - PC Properties - Printing options 	
<p>Project Management Project Administrator</p> <p>Communication</p> <ul style="list-style-type: none"> - Under the direction of the project manager, produce short reports including project status reports - Displays excellent verbal communication with project manager, project support and stakeholders - Ensures accuracy of communications documentation including formatting and style - Develops relationships with peers/members to ensure timely completion of project deliverables <p>Project Organisation</p> <ul style="list-style-type: none"> - Prioritises workload around project timelines - Upward management of project manager and project team to meet project milestones - Uses Microsoft project or other project management tool to track project status/timelines - Demonstrates willingness to acquire more developed project skills <p>Business Awareness</p> <ul style="list-style-type: none"> - Understands how the project fits into business and corporate objectives <p>Project Management Manual</p> <p>Ensure adherence to company standards including project management and risk assessment guidelines and procedures under guidance of the project manager</p>	C