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| |  | | --- | | A. POSITION INFORMATION | | |
| Job Title | Manager: Projects and Transformation |
| Division / Department / Unit | Projects and Transformation |
| Duty Station | Windhoek |
| Reports to Position | Chief Executive Officer |
| Number of Direct Reports | 5 |
| Grading | D3 |
| Completion / Review Date | March 2025 |
| PATERSON GRADING |  |

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| B. PRIMARY PURPOSE OF THE JOB |
| Responsible for the and execution of all projects and transformation-related activities within the NPS. It entails NPS vision, innovation, design, development, and project management. The incumbent also ensures the identification of opportunities, the reduction of risks, enhancement of access to the NPS, and continuous collaboration and participation of all participants in the industry. |

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| C. JOB SPECIFICATIONS | |
| Minimum Educational Qualification (NQF Level) | Honours Degree in Computer Science, Engineering, Business Administration, Economics, or related field.  A Master’s degree will be an added advantage.  NQF Level 8. |
| **Minimum Experience Required** | * 7 years of relevant working experience of which 3 years should be on a managerial level. |

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| **D. COMPETENCY PROFILE (Key Competencies Only)** | | | | | |
| Note on required proficiency level: 1= Basic; 2=Intermediate; 3=Advanced | | | | | |
| ***Knowledge*** | *Proficiency Level* | ***Skills*** | *Proficiency Level* | ***Attributes / Attitudes*** | *Proficiency Level* |
| Project Planning | 3 | Communication | 3 | Integrity | 3 |
| Project Management Principles | 3 | Problem-solving | 3 | Assertiveness | 3 |
| Financial Rules and Regulations | 3 | Financial skills | 3 | Creativity / Innovation | 3 |
| ICT Literacy | 3 | Leadership | 3 | Adaptability | 3 |
| Risk Management | 3 | Planning and organizing | 3 | Stress Tolerance | 3 |
| Project Management Body of Knowledge | 3 | Stakeholder sensitivity | 3 | Product Management | 3 |
| Payment Standards | 3 | Analytics | 3 |  |  |

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| **E. Key Results Area** | **Accountability** |
| **Strategic Management** | Develop key performance measures and metrics that support the company’s strategic direction to measure the success of product initiatives. |
| Participate with other managers in the formulation process of the company’s future direction and support tactical initiatives. |
| Monitor and ensure the implementation of the strategic business plan. |
| Collaborating in developing an NPS vision. |
| Collaborate across teams and forums to communicate payment strategies with industry, internal stakeholders and adjust priorities according to feedback. |
| Liaise on all relevant Payments topics on organizational, national, regional, and international levels to ensure information sharing, regulatory and technical compliance. |
| Assist CEO in implementing strategic direction to all employees. |
| **Payment Stream Management** | Lead and collaborate the transformation of payment streams through the entire payment lifecycle from concept to value while maintaining a serious consideration of all implications and the overall objectives of the industry. |
| Manage the collaboration of the continuous identification of opportunities to develop new payments or features for existing payment stream. |
| Manage and pursue understanding of stakeholder needs through research and data analysis. |
| Promote and lead industry collaboration for business, and technical requirements. |
| Oversee the formulation/drafting of technical and non-technical position papers of the NPS. |
| Oversee and drive the management of incidents and problems within the designated streams. |
| Oversee and drive industry collaboration in the analyses and reporting of the impact of existing and new legislation on the NPS stream. |
| Oversee and drive the industry collaboration in the coordination, the design and development of the proposed solutions within the NPS. |
| **Project Management** | Promote and ensure industry collaboration in projects/programs through effective project management framework from conception to closure. |
| Oversee and manage the facilitation of industry collaboration on quality assurance discussions on a project or product changes through controls such as testing, stage gate signoffs, and other best practices. |
| **Assurance and Continuous improvement** | In collaboration with the industry develop and maintain industry framework, agreements, Rules, and procedures against best professional and global practices. |
| Ensure quality assurance on document through the implementation of effective quality control measures. |
| Oversee and work with the Risk and Compliance department to monitor and evaluate risk, and report non-compliance to standards, agreements, rules, and procedures. |
| Create a culture of innovation by encouraging all stakeholders to share new ideas and insights on how to improve processes or procedures. |
| **Financial Management** |  |
| Work with the Finance and HR Department to compile the annual budget for the Project and Transformation Department |
| Manage expenditure and promote cost reduction through innovative initiatives. |
| Analyze departmental budget variances and initiate corrective actions where necessary. |
| **Communications** | Oversee and ensure the implementation of the PAN communication strategy. |
| Create consistent and effective staff communication platforms in PAN. |
| Oversee the execution and promote PAN at events. |
| **Forum/Committee Minutes Administration** | Supervise the minutes administration of PAN forums and internal meetings. |
| Oversee and ensure that all resolutions made are distributed to the responsible parties on time and actions items are followed up on a regular basis. |
| Ensure that participants are adequately represented on PAN forums. |
| **NPS Standards** | Oversee the facilitation of industry workshops that implement and/or adopt NPS standards to improve overall production efficiency and interoperability. |
| Oversee and drive fair access to all NPS industry standards. |
| **Leadership** | Build, mentor and manage the Projects and Transformation department staff and nurture a value-driven culture. |
| Attend and contribute to Management Committee meetings and responsibilities. |
| Manage the overall performance of staff and identify opportunities for improvement where necessary. |
| Manage the Personal Development Plan (PDP) and ensure appropriate training interventions are employed. |
| Develop and implement plans to improve the overall effectiveness and capability of the Projects and Transformation department. |

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| F. PRIMARY FEATURES OF THE JOB | |
| Typical Decisions Taken(Define Complexity) | Decisions relating to the planning and execution of projects within the agreed timeframe, budget, and scope.  Decisions relating to the development, adoption, or implementation of technical or non-technical standards.  Alongside other stakeholders, make key decisions related to all aspects of product development and operation. |
| **Supervision Required**  **(Daily, Weekly, Monthly)** | * Monthly formal feedback. Should be able to function independently. |
| **The pressure of Work / Physical Effort**  **(Normal, Variable, Consistently High)** | * Consistently high |
| **Working Conditions**  **(Office, Field, Machine Shop, etc.)** | * Office (80%); Field (20%), consulting with stakeholders. |

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| G. JOB SIGN-OFF | | | |
| Responsible Manager | Chief Executive Officer | Date |  |
| Job-Incumbent | Manager: Projects and Transformation | Date |  |