



PAYMENTS ASSOCIATION OF NAMIBIA

JOB DESCRIPTION

A. POSITION INFORMATION	
Job Title	Product Specialist
Division / Department / Unit	Product and Transformation
Duty Station	Windhoek
Reports to Position	Head: Product and Transformation
Number of Direct Reports	None
Completion / Review Date	August 2022
PATERSON GRADING	D2

C. PRIMARY PURPOSE OF THE JOB
To accomplish the Product and Transformation objectives through planning, coordinating, monitoring, evaluating, and executing product management and project activities, including end-to-end management of products and scale projects, ensuring identification of opportunities, continuous improvement, equal participation, and collaboration of system participants, reduction of risks, fair access to/within the National Payment System (NPS).

D. JOB SPECIFICATIONS	
Minimum Educational Qualification (NQF Level)	<ul style="list-style-type: none"> - Honors Degree in Computer Science, Engineering, Economics or Finance or related field. - NQF Level 8
Minimum Experience Required	<ul style="list-style-type: none"> - 4 years of relevant working experience of which 2 years should be on a supervisory level.
Special Requirements / Licences (i.e., Registered with Engineering Council)	

E. COMPETENCY PROFILE (Key Competencies Only)					
Note on required proficiency level: 1= Basic; 2=Intermediate; 3=Advanced					
Knowledge	<i>Proficiency Level</i>	Skills	<i>Proficiency Level</i>	Attributes / Attitudes	<i>Proficiency Level</i>
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	2	Leadership	3	Adaptability	3
Risk Management	2	Planning and organizing	3	Stress Tolerance	3
Project Management Body of Knowledge	3	Product Management	3		

Payment Standards	3	Stakeholder sensitivity	3		
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Key Results Area	Accountability
Project Management	Contribute to the development of a project plan with guidelines for methodology, standards, processes, tools, software, and the knowledge base to be used.
	Assist with the compilation of the project charter or any other document required to initiate a project.
	Assembles and coordinates activities across the industry and/or all stakeholders.
	Develop and enforce the escalation procedures.
	Ensures the establishment and implementation of effective project structures in conjunction with the requirements of the established methodology.
	Ensure the appropriate definition of the deliverables against the demands of the life cycle approach and Coordinate the approval of deliverables from the Project Sponsors and Stakeholders.
	Integrates the project deliverable into the program or portfolio, where the project comprises part of a larger program or delivers into a portfolio of projects.
	Ensure alignment of the relevant governance committees relevant to the industry projects.
	Ensure and manage the allocation and availability of the resources on a project
	Ensures the project is delivered on schedule, on budget and within scope.
	Monitor the progress of a project and ensure appropriate and effective reporting is developed and implemented.
Manage resource availability and allocation to ensure the efficient implementation of all projects.	
Financial Management	Assist the head of Product and Transformation to compile the annual budget for projects and Technology.
	Ensure that spending is within budget and promote cost reduction through innovative initiatives
Stakeholder Engagement	Ensure effective communication with and/or between internal and external NPS stakeholders.
	Ensures that all stakeholders have accurate, current, and relevant information always.
	Conduct research and data analysis to obtain a deep understanding of stakeholder needs and expectation
Monitoring and quality assurance	Perform quality control through the continuous assessment, review, and audit of products and project performance.
	Manage quality assurance on a project or product changes through controls such as testing, stage gate signoffs, and other best practices.
NPS Standards	Conduct research to facilitate the development, or adoption of new NPS technical or non-technical standards to improve the overall production efficiency and interoperability.
	Interpretation and/or facilitation of the interpretation of technical and non-technical standards to establish neutrality and independence and avoid any ambiguity in the NPS
	Provide a proper understanding of the payment system and the rules applicable to it in order to align understanding within the NPS and protect the integrity of the NPS.

Committees Membership	Act as the PAN principal representative in all designated Product forums, Committees, and product discussions, interfacing with various operational committees of PAN to ensure implementation of decisions.
	Chair the relevant industry meetings for the designated streams within the NPS.
	Plan and manage the engagements relating to Forums or Committees as advised from time to time.
	Work with the finance and administration department to ensure quality documentation e.g. meeting minutes, and agenda related to products and projects.
Strategic Management	Participate in the strategic planning
	Drive the implementation of the strategic business plans.
	Contribute to the development of key performance measures and metrics that support the company's strategic direction to measure the success of product initiatives.
	Assist the Head: Product and transformation with collaboration across teams and forums to communicate product strategies with industry internal stakeholders and adjust priorities according to feedback.
Product Management	Produce and/or facilitate the formulation of technical or non-technical position papers related to the NPS.
	Elicit business requirements and conduct analysis and specification of non-functional and functional specifications or requirements for NPS products
	Ensure the management of incidents and problems within the designated streams.
	Identify opportunities to develop new products or features for existing products through ongoing stakeholder engagement and market research
	Facilitate or coordinate the design and development of the proposed solutions within the NPS to ensure inclusive and participatory design
	Manage or facilitate the planning, deploying, and execution of the testing effort for any given product change/release
	Liaise and resolve queries proactively and timeously from participants and other relevant NPS Stakeholders

G. PRIMARY FEATURES OF THE JOB	
Typical Decisions Taken (Define Complexity)	<ul style="list-style-type: none"> - Alongside other stakeholder decisions relating to the changes to the product. - Decision on the timeframe and scope of projects. - Decisions relating to the development, maintenance, and adoption of NPS standards. - Decision relating to the operations of the forum.
Supervision Required (Daily, Weekly, Monthly)	<ul style="list-style-type: none"> - Monthly formal feedback. Should be able to function independently.
Pressure of Work / Physical Effort (Normal, Variable, Consistently High)	<ul style="list-style-type: none"> - Consistently high
Working Conditions (Office, Field, Machine Shop, etc.)	<ul style="list-style-type: none"> - Office (80%); Field (20%), consulting with stakeholders.

H. JOB SIGN-OFF			
Responsible Manager	Head: Products and Transformation	Date	
Job-Incumbent	Product Specialist	Date	



PAYMENTS ASSOCIATION OF NAMIBIA

JOB DESCRIPTION

A. POSITION INFORMATION	
Job Title	Communications and Meetings Assistant
Division / Department / Unit	Finance and Administration
Duty Station	Windhoek
Reports to Position	Head: Finance and Administration
Number of Direct Reports	None
Completion / Review Date	August 2022
PATERSON GRADING	

C. PRIMARY PURPOSE OF THE JOB
To provide secretarial and administrative support to PAN through effective meeting organization and minutes administration. The incumbent will also be responsible for promoting PAN's activities and mandate through various media platforms.

D. JOB SPECIFICATIONS	
Minimum Educational Qualification (NQF Level)	<ul style="list-style-type: none"> - Diploma in Communications, Public Relations, Marketing, Media Studies or any other related field. - NQF Level 6
Minimum Experience Required	<ul style="list-style-type: none"> • 3 years of relevant experience and knowledge in professional minute taking and communications. • Creative marketing or graphic designing skills will be an added advantage.
Special Requirements / Licences	None

E. COMPETENCY PROFILE (Key Competencies Only)					
Note on required proficiency level: 1= Basic; 2=Intermediate; 3=Advanced					
Knowledge	<i>Proficiency Level</i>	Skills	<i>Proficiency Level</i>	Attributes / Attitudes	<i>Proficiency Level</i>
Professional writing	3	Communication	3	Integrity	3
Planning and Organizing skills	3	Time management	3	Attention to details	3
Professionalism	3	Marketing	3	Graphic design	3
Computer literacy	3	Interpersonal Skills	3	National Payment System	1

Key Results Area	Accountability
<u>KPA 1: Minute Taking</u>	<ul style="list-style-type: none"> • Arranging and coordinating PAN meetings, workshops and conferences and ensuring that all relevant people are invited to such meetings. • Ensuring meeting packs/agendas are distributed on time to enable fruitful meetings.

	<ul style="list-style-type: none"> • Taking minutes that accurately reflect the decisions and discussion that took place during all PAN meetings to ensure that information can be easily discerned, and communications are clear. • Researches, collects, and assembles data from records, files, and other sources to accompany correspondence as requested. • Distributing the minutes to all the relevant parties. • Distribution of resolutions and action items to responsible individuals. • Ensuring that minutes are duly signed and properly filed. • Any related task as allocated by the Head: Finance and Administration
<u>KPA 2: Marketing</u>	<ul style="list-style-type: none"> • Collaborating and liaising with media corporations to broadcast or place adverts. • Liaising with service providers to produce marketing contents that cannot be done internally. • Designing digital marketing materials that will be shared on various social media platforms. • To run PAN's social media network ads and website in order to promote PAN's activities and mandate. • To plan and coordinate media events. • Develop and manage the production of marketing materials. • Support PAN's overall communication activities that involve placing adverts in newspapers and any other forms of advertising; • To come up with new ideas and innovative campaigns that improve brand marketing and exposure. • Research and recommend social media channels to use/discontinue • Draft, edit, and post content to social media channels. • Any related task as allocated by the Head: Finance and Administration. • Participating in the internal and external activities to execute the marketing strategy and promote PAN at events.

G. PRIMARY FEATURES OF THE JOB	
Typical Decisions Taken (Define Complexity)	- Minute Taking and Marketing
Supervision Required (Daily, Weekly, Monthly)	- Monthly formal feedback
Pressure of Work / Physical Effort (Normal, Variable, Consistently High)	- Moderate to high
Working Conditions	- Minute Taking (70%); Marketing (30%)

It is hereby acknowledged that this job description is a broad indication of the work the job holder is required to do. The jobholder may be required to undertake other duties that can be reasonably expected from him / her, particularly when others are absent from work.

H. JOB SIGN-OFF			
Responsible Manager		Date	
Job-Incumbent		Date	