



VACANCY

Business and Research Analyst

Grading: C4

About the Role

The Payments Association of Namibia (PAN) invites suitably qualified and experienced candidates to apply for the position of **Business and Research Analyst** within the Projects and Transformation Division.

This role is instrumental in advancing PAN's Projects and Transformation objectives by supporting industry collaboration, project management, stakeholder engagement, and research functions. The successful incumbent will be responsible for coordinating, monitoring, evaluating, and executing project and product management activities, as well as enhancing efficiency, transparency, and fairness in the National Payment System (NPS).

The Business and Research Analyst will work closely with the Manager: Projects and Transformation to ensure continuous improvement, risk mitigation, and equal participation across NPS stakeholders.

Key Responsibilities

Project Management

- Coordinate industry-wide projects and programmes from conception to closure.
- Develop project plan guidelines, including methodology, standards, tools, and processes.
- Consolidate and coordinate project activities across stakeholders.
- Ensure adherence to project governance frameworks and escalation procedures.
- Establish and support effective project structures aligned with approved methodologies.
- Monitor project progress, analyse outputs, and implement mitigating actions.

- Develop and implement high-quality project reporting.

Stakeholder Engagement

- Facilitate effective collaboration with internal and external NPS stakeholders.
- Ensure stakeholders have timely access to accurate information (e.g., annual reports, activity reports, project reports).

Research and Data Analysis

- Conduct research and data analysis to deepen understanding of the National Payment System.
- Provide insights and recommendations for operational efficiency, risk mitigation, and system enhancement.

NPS Standards

- Participate in industry initiatives that promote efficiency, transparency, interoperability, and safety in the NPS.
- Ensure fair access to NPS industry standards.

Committee and Forum Representation

- Represent PAN in designated forums and committees.
- Interface with operational committees to support decision implementation.
- Review documentation such as minutes and agendas to ensure accuracy and quality.
- Ensure action items are followed up and completed.

Fraud Awareness

- Represent PAN in fraud-related discussions, including cyber security and payment stream fraud.
- Draft and maintain the PAN Fraud Awareness Strategy.

Annual Reporting

- Ensure timely submission of annual reports by forum/committee chairpersons.
- Gather, validate, analyse, and consolidate payment statistics for the annual reporting cycle.
- Share validated statistics with the Finance and HR Department.

Payment Stream Management

- Support the transformation and collaboration of payment streams across the entire payment lifecycle.
 - Ensure industry alignment on business and technical requirements.
 - Develop technical and non-technical position papers for NPS developments.
 - Manage incidents and problems within designated payment streams.
 - Analyse and report on the impact of new and existing legislation on the NPS.
 - Coordinate design and development of proposed NPS solutions.
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Minimum Requirements

- Bachelor's Degree in Computer Science, Engineering, Economics, Finance, or a related field (NQF 7).
 - Honours degree in the above fields will be an added advantage.
 - Minimum of **three (3) years relevant working experience**.
 - Advanced knowledge and skills in project planning, project management, risk management, financial rules, and payment standards.
 - Strong communication, problem-solving, planning, and organisational abilities.
 - High level of integrity, adaptability, creativity, assertiveness, and stakeholder sensitivity.
 - ICT literacy at intermediate level.
 - Ability to function independently under consistently high work pressure.
 - Willingness to travel (20% field work).
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Application Procedure

Submit applications via www.jobopportunities.net, including:

- **Cover Letter**
- **Detailed CV**
- **Certified Copies of Qualifications**

Deadline: 12 December 2025 @ 07:00PM