

Edward Kay

Digital Manager

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About me

I am a membership digital specialist with over 20 years experience as a software engineer and digital project manager. I own Tall Projects, a digital consultancy specialising in the membership sector. I understand both the technology and business of running successful membership bodies. This year I have taken on Claire Gilbert who is supporting our work with the PSA.

I live in Witney, Oxfordshire with my wife and two young sons. I enjoy running and have completed five marathons.

My role in the PSA

I have responsibility for the selection, operation and optimisation of all the PSA's digital tools. I work closely with the board and operations team to ensure we deliver efficient and secure services to you, our members.

Key projects I've worked on in 2018/19

- **Payment improvements:** Upgrades to support changes in card payment rules from 14 Sep 2019 (Strong Customer Authentication, SCA). Automated notifications to members when payment cards are due to expire, making the PSA more efficient and able to deliver greater member value.
- **Preparations for 2020:** Planning and delivery of the 2020 convention website and ticketing.
- **Infrastructure management:** Regular updates and upgrades to our websites and supporting systems to ensure they remain performant and secure.
- **Operational support:** Supporting the board and operations team with numerous other digital tasks.