

Role Profile

Role Title	Participants Assurance Auditor
Role (Job) ID	NPOPS19
Directorate	Operations
Reports to	Participants Assurance Manager
Role type	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Fixed Term <input type="checkbox"/> Secondment <input type="checkbox"/> Contract
Line Manager responsibilities (Yes/No)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Level	16
Location	2 Thomas More Square, London. Office based in London E1, although may be required to travel occasionally within the UK and Europe.
Organisational Context	<p>Pay.UK is the UK’s leading retail payment authority, developing best in class infrastructure, standards and payment operations for the benefit of UK citizens everywhere. Our business enables a vibrant UK economy by ensuring greater access to payments, driving competition for end user needs such as better service, lower risk and greater value from payments. Every day, people and businesses use our services to get their salaries, pay their bills and make online and mobile banking payments. To consumers our operations are ubiquitous; our services are everywhere; robust, resilient and ready to move payments from payer to payee quickly or controlled, tenanted or untenanted, according to market needs.</p> <p>We are currently unifying all of the retail payment operations and talent into a single co-ordinated organisation with a primary focus on positive outcomes for end users. From this basis we will modernise the UK’s retail payments infrastructure, We move more than £6.4 trillion every year, through Bacs Direct Credit, Direct Debit, Faster Payments, Cheques & Credit Clearing and Paym.</p> <p>Developing an organisation to achieve these goals is a fundamental step to achieving success.</p>

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	<p><u>Directorate:</u></p> <p>The Operations Directorate develops, enhances and preserves the integrity of real time and bulk payments and payment-related services, as well as the managed services. Our top priority is robust and resilient scheme operations. It ensures that a single point of coordination is provided for stakeholders. It promotes efficiency and innovation in payments and best practice amongst organisations that originate payments.</p> <p>It monitors participants' and suppliers' performance against agreed contract terms and service levels and ensures that contingency arrangements have been put in place and that the robustness of these contingency procedures is regularly tested and reviewed.</p> <p>It also contributes to the establishment of a robust, consistent and compliant Assurance framework.</p>
Summary of Role	Execute Participants and Suppliers Assurance reviews in line with the Participants Assurance Framework and assess the levels of risk to Pay.UK and the ecosystem as first line of defence against risk.
Commitment and time period	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time 100 FTE (%) Time period:-
Internal & External Interactions	<ul style="list-style-type: none"> • Participants • Suppliers • Operations • On-Boarding • Risk • Regulatory Engagement • Policies
Accountabilities	<p>Principal Accountabilities:</p> <ul style="list-style-type: none"> • Undertake high quality risk based assurance activities for all stages of

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	<p>Participant Self-Certification reviews and Key Supplier assurance activities within pre-agreed timing and budget.</p> <ul style="list-style-type: none">• Lead all stages of Participant Self Certification assurance activities and supplier assurance including arranging / attending review meetings with stakeholders of all levels through to Senior Directors, operational, technical and audit areas.• Complete all assurance audit documentation for Participant and Supplier reviews to agreed departmental standards, ensuring thorough audit trails are maintained, and all issues and recommendations are agreed with Participants/Suppliers before being reported.• Prepare assurance reports within agreed timing and budget, e.g. for new on-boarding Participants prior to Decision Makers' Meetings.• Undertake Participant reviews in alignment with the Participant Assurance Framework, processes and plan and contribute to the overall Assurance Annual and Quarterly Work Plans.• Monitor Participant changes and liaise with the Enterprise Architects (Standards & Strategy Directorate) and Operations Officers for potential impact such as major infrastructure, change initiatives and/or negative trends, e.g. regular change cancellations or incidents caused by advised / unadvised changes.• Maintain assurance materials and develop new participant assurance work programmes and assurance statements, recommending new approaches to enhance the efficiency and effectiveness of the assurance policy and process in the interest of all stakeholders.• Provide timely input to reviews of Codes of Conduct and other scheme documentation which constitutes the Participant Assurance Framework.• Escalate systemic or major non-compliance breaches to Participant Assurance Manager when required.• Monitor and report the progress Participants are making against non-compliant items in their previous assurance review.• Escalate problem areas via the Participants Assurance Manager to the Risk
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	<p>Directorate for risk assessment and monitoring.</p> <ul style="list-style-type: none">• Work closely with the Risk Directorate and other functions within Operations to ensure that risk and control issues for Participants and Suppliers are being tracked, within an agreed action plan.• Collate and report to Risk Directorate clustering information relating to Participant and Supplier sites.• Provide input into the Participant Weighted Risk Profiles, and assist in determining timings for the frequency of Participant Self-Certifications and assurance activities based on their Weighted Risk Profiles.• Collate information and produce the required reports & KPIs in alignment with the Participant Assurance Framework and Pay.UK Dashboard.• Deputise where necessary for the Participant Assurance Manager, including representation at senior committees, New Participant Decision Makers' Meetings and also key supplier meetings.• Interview, train and mentor new assurance auditors.• Action requests for assurance information from other departments within Pay.UK or external stakeholders.• Effectively monitor and mitigate risks at a process level. <p>Industry Services – Design & Delivery</p> <ul style="list-style-type: none">• Provide effective stakeholder communications and reporting using standard materials where appropriate. As the industry is highly regulated, mandates, governance and collaborative programmes of work are the norm.• Provide management reporting of assurance activities and escalation, where necessary, to evidence the achievement of KPI / best practise standards.• Develop and maintain excellent working relationships across Pay.UK departments, Participants, suppliers and other external stakeholders.
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	<p>Additional Duties</p> <ul style="list-style-type: none"> • Support the implementation of effective continuous improvement solutions. • Where requested undertake specific assurance pieces of work, such as internal project reviews and liaison with external auditors. <p>Other Obligations</p> <ul style="list-style-type: none"> • Data Protection <ul style="list-style-type: none"> ○ Comply and / or ensure compliance with the Pay.UK Data Protection policy, processes and all relevant legislation. ○ Maintain effective communication on data protection compliance with the CPO and DPO as appropriate. ○ Identify relevant data protection risks, and mitigating actions, communicating these to the CPO and DPO without delay. ○ When aware, communicate, in confidence, to the CPO and / DPO, data protection risks likely to impact the organisation as a whole.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Have considerable breadth of knowledge of business practice & risks, IT systems & controls and physical systems & controls, gained either in a Business, IT or audit environment. • Demonstrate the ability to liaise with management of external organisations, ranging from one-man businesses to multinational corporations.
<p>Specific Skills</p>	<ul style="list-style-type: none"> • Excellent organisational, management, and team working skills. • Ability to communicate effectively to both internal and external stakeholders with excellent oral, written and interpersonal skills. • Pragmatic and flexible attitude in order to adopt new approaches and techniques, both personally and for the team. • Excellent time management skills.

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	<ul style="list-style-type: none"> • An efficient multi-tasker with the ability to effectively manage competing priorities. • Strong attention to detail, with a sharp eye for accuracy. • Good analytical skills, with sound problem-solving and decision making abilities.
Qualifications and Training	<ul style="list-style-type: none"> • A minimum of 5 years' experience Internal Audit, Risk and Assurance • Experience of operational and/or IT audits. • Knowledge of IT security, Network Infrastructure, Resilience, Change Control, Business Continuity, and Data Protection. • Experience of a risk-based approach to internal control. • Experience of influencing others, up to and including Senior Management and Directors, through persuasion, understanding and argument. • Experience of auditing external bodies advantageous. • Experience of Auditing within the banking or payments industry advantageous. • Relevant industry qualifications such as CMIIA, CISA.
Competencies	<ul style="list-style-type: none"> • In alignment with Pay.UK competency framework.

We have made every effort to accurately describe the role. Where possible we have given an indication of anticipated internal and external interactions, key accountabilities, knowledge, qualifications and experience we believe [the successful candidate][our colleagues] should possess. [During this interview we can also indicate, where possible, the specific skills, training and competencies we believe the successful candidate must demonstrate].

As Bacs, C&CCC, FPS and UKPA are brought together, our organisational design will continue to develop. Over time the expectations of this role may therefore change. We would expect and encourage [the successful candidate][our colleagues] to keep an open mind, exercising judgement, flexibility and a 'can-do' attitude wherever possible.

Please also note that whilst TOM 2.0 is about cross skilling, and therefore role profiles are necessarily generic, we fully acknowledge that in practice the expertise of colleagues may be focussed on specific schemes or managed services. Whilst it is right that we aspire in TOM 2.0 to achieve a greater degree of

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cross skilling, we will be reasonable around how we achieve this, and colleagues will not necessarily be expected to become expert in every scheme and managed service.

Confirmation

I confirm my understanding and my agreement to the above job description.

Signed: _____

Date: _____

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Version Control

Document Owner	Operations Directorate			
Version number	1.7			
Governance	Draft:	Review:	Approve: COO	Approval Date:
Review Frequency			Next review date:	
Document reference				

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