

Role Profile

Role Title	C-Suite Support Analyst
Role (Job) ID	NPREG05
Directorate	Regulatory Engagement & Policy
Reports to	Director of Regulatory Engagement & Policy
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	15
Location	2 Thomas More Square, London. Reasonable Travel.
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, develop new overlay services and build a world-leading payments platform which is fit for the future. We have a once in a generation opportunity to transform payments for the benefit of people everywhere.</p> <p>Developing an organisation to achieve these goals is a fundamental step to achieving success.</p>

This document is intended to describe Pay.UK’s current thinking as to its subject matter. Please note in particular that the information contained in it is subject to change as new information comes to light and ideas are developed – without limitation, this may involve new or amended principles or the addition of detail; consistent with the above, it is issued for discussion purposes only and does not reflect any firm or final decision; to the extent that any decision is taken in relation to the subject-matter of this document, it will be communicated in accordance with Pay.UK’s policies and regulatory requirements but note that by subsequent decision, it may be amended; it does not give rise to any legal rights or obligations.

	<p><u>Directorate:</u></p> <p>Lead and coordinate the development of policy within Pay.UK through a robust analytical process, drawing on the knowledge and experience of other directorates across Pay.UK, as well as the policy team’s own monitoring and evaluation of the industry and regulatory environment.</p> <p>Lead, coordinate and influence Pay.UK engagement with its regulators, ensuring consistency of message and effective outcomes. This will necessitate working with regulators and industry to horizon scan, develop a strategic policy view and respond to regulatory challenges in a proactive way.</p>		
Summary of Role	<p>Support Pay.UK C-Suite with attendance at key regulatory and stakeholder meetings.</p> <p>Align with Regulatory Engagement and Policy Directorate colleagues to ensure briefings in advance of key meetings. Create records of conversations and live action planning to support dissemination of the results in order to ensure that all ExCo members and Directorates within Pay.UK are aligned and joined up.</p> <p>Support the C-Suite in Pay.UK board engagement along with creation of input for the Board and sub-committee process.</p>		
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"> • C-Suite • ExCo • Pay.UK Directorates as relevant • External stakeholders as relevant 		
Accountabilities	<p>Principal Accountabilities</p> <ul style="list-style-type: none"> • Ensures Pay.UK C-Suite is fully supported in tracking and managing actions from Board and stakeholder meetings, as appropriate. • Accompanies the C-Suite to key internal and external meetings as required. 		

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	<ul style="list-style-type: none">• Works with relevant Pay.UK Directorates to ensure sufficient preparations are in place for key internal and external meetings for the C-Suite.• Liaises and co-ordinates with the Board secretariat team when planning senior meetings.• Produces and disseminates summaries of meetings as needed, to ensure the organisation is aligned.• Generates and tracks actions from key meetings, liaises with the C-Suite, ExCo members and members of the Directorates as and when relevant to ensure actions are executed in alignment with the defined action plans.• Helps the executive look ahead, to keep Pay.UK ExCo on the front foot. Develops and maintains a Pay.UK calendar of activity.• Provides support, and leads where required, on the production of C-Suite materials for submission to Board and other governance meetings.• Provides a quality assurance capability for the production of formal papers and proposals into Pay.UK governance process. <p>Additional Duties</p> <ul style="list-style-type: none">• - <p>Other Obligations</p> <ul style="list-style-type: none">• Data Protection<ul style="list-style-type: none">○ Comply and / or ensure compliance with 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.
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Knowledge and Experience	<ul style="list-style-type: none"> • Experience in the financial services industry and in a heavily regulated environment.
Specific Skills	<ul style="list-style-type: none"> • Excellent stakeholder management skills • Enhanced influencing skills • Excellent oral and written communications skills • Strong organisational, prioritisation skills
Qualifications and Training	<ul style="list-style-type: none"> • Degree educated or equivalent work experience
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 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: _____

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Date: _____

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Version Control

Document Owner	Regulatory Engagement & Policy Directorate			
Version number	1.8			
Governance	Draft: OD	Review: CPO	Approve: CEO	Approval Date:
Review Frequency			Next review date:	
Document reference				

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