

## Role Profile

Role Title	<b>Service Line Senior Manager – BACS</b>
Role (Job) ID	NPOPS70
Directorate	Operations
Reports to	Head of Service Lines
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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Level	18
Location	2 Thomas More Square, London with 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>

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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. 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 onboarding and assurance framework.</p>								
Summary of Role	<p>The Service Line Senior Manager ensures there is a single point of coordination for all stakeholders and plays a key role in ensuring the matrix model efficiently works across the core operations within the Operations Directorate. Ensures effective liaison for regulators, and participants in respect of all scheme related issues.</p> <p>Lead the Service Line Manager(s) and build a high performing and effective service line function through effective performance management, learning opportunities and, in conjunction with the Head of Service Lines, recruitment of high quality, professional colleagues.</p> <p>Support the Head of Service Lines in management and ownership for scheme specific deliverables and oversee the running of the payment and managed services as a business.</p>								
Commitment and time period	<table border="1" style="width: 100%;"> <tr> <td data-bbox="427 1473 938 1536"><input checked="" type="checkbox"/> Full time</td> <td data-bbox="938 1473 1433 1536"><input type="checkbox"/> Part time</td> <td data-bbox="427 1536 938 1621">100</td> <td data-bbox="938 1536 1433 1621">FTE (%)</td> </tr> <tr> <td colspan="4" data-bbox="427 1536 1433 1621">Time period:</td> </tr> </table>	<input checked="" type="checkbox"/> Full time	<input type="checkbox"/> Part time	100	FTE (%)	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"> <li>• Regulatory stakeholders, such as Bank of England and PSR</li> <li>• Participants</li> <li>• Various industry specific stakeholder groups and committees</li> </ul>								

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	<ul style="list-style-type: none"> <li>• Within the Operations Directorate</li> <li>• Standards &amp; Strategy</li> <li>• Regulatory Engagement &amp; Policy</li> <li>• Risk</li> <li>• General Counsel</li> <li>• Communications</li> <li>• People</li> </ul>
Accountabilities	<p>Principal Accountabilities</p> <ul style="list-style-type: none"> <li>• Provides strong leadership, direction and performance management to the Service Line Manager(s) of a given service line, on all matters relating to the service line, effectively managing and motivating them; actively drives a positive working culture across the Service Line team. Works closely with the Head of Service Lines to increase effectiveness and build a high performing team, ensuring the required professional capabilities are represented.</li> <li>• Acts as a key liaison between the Head of Service Lines and a given service line function, providing strategic support and an understanding of all Directorates and functions with Pay.UK. Helps colleagues understand the strategy and objectives.</li> <li>• Actively encourages a given service line to contribute towards the vision and direction of Service Lines and the wider Operations Directorate. Inspires innovation in order to identify and promote ways in which the team can add value to Pay.UK.</li> <li>• Manages and ensures effective regulatory liaison for a given service line specific issues raised by the Bank of England and the PSR, while ensuring alignment with the Regulatory Engagement &amp; Policy Directorate.</li> <li>• Leads and manages the effective implementation of a consistent approach, processes and capabilities to ensure a single point of coordination for all stakeholders.</li> </ul>

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	<ul style="list-style-type: none"><li>• Contributes to successful establishment and operation of the matrix model across the core operations. Supports and enables the matrix model with a clear end-to-end view of the various activities, processes, suppliers, providers and participants involved in delivery of a given service, such that impact assessment, measurement and issue resolution focus on the desired outcome rather than individual process steps.</li><li>• Ensures the Service Line Manager(s) effectively act as the stakeholder advocate on operational and service management matters within the organisation for a given service line. Provides insight and guidance where appropriate to facilitate this.</li><li>• Provides active leadership and oversight to ensure a specific service line is managed, and run, to agreed standards from a service provision perspective, including first line risk, organisational and people matters.</li><li>• Ensures the effective definition, and oversees the introduction, of required measures to ensure the smooth running of a given service line with minimum disruption during transitional periods in collaboration with the Head of Service Lines and the Head of Operations.</li><li>• Ensures effective oversight of key change projects for the given service line, liaising where appropriate with other functions within Operations to achieve this.</li><li>• Leads and manages the definition of the given service line specific deliverables, and ensures effective completion of all service line specific deliverables, including as commissioned by the regulators. Introduces and embeds an effective review process to ensure high quality deliverables are produced.</li><li>• Collaborates with the Head of Service Lines and Standards &amp; Strategy Directorate in identifying innovative ways of delivering new services. Where appropriate, manages the commissioning of the delivery of new services, with the relevant competence based teams.</li><li>• Provides guidance, and oversees the implementation of Service Level Agreements (SLAs) to ensure service level targets are achieved and</li></ul>
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	<p>customer expectations are met, ensuring effective documentation of service performance data against agreed SLAs for a given service line.</p> <ul style="list-style-type: none"> <li>• Promotes, and facilitates the building and maintenance of strong customer relationships within Pay.UK business. Ensures customers are engaged where necessary for implementations, and effective liaison provided during incidents. Has oversight of issues, and acts as an escalation point where appropriate.</li> <li>• Promotes continuous improvement; ensures service review meetings and operational level agreement reviews are held, with a focus on continuous improvement, leading and ensuring service improvement plans are implemented where appropriate.</li> <li>• Supports the Head of Service Lines in promoting the work and mission of Pay.UK at wider industry fora, where appropriate.</li> <li>• Actively fosters, and encourages, close collaborative working relationships with a wide variety of partners, including third party suppliers and business stakeholders.</li> <li>• Oversees the successful daily Supplier Management, including monitoring of KPIs and adherence to SLAs as well as Assurance, ensuring liaison with the Vendor Manager as appropriate.</li> <li>• Oversees and ensures Scheme level rules and standards, e.g. direct debits (Bacs), are maintained on an ongoing basis, including agreement and publication of the changes, facilitating liaison with the Standards and Strategy Directorate (Standards Authority) as appropriate, to ensure updates are in accordance with Pay.UK standards.</li> </ul> <p>Participant Performance Management</p> <ul style="list-style-type: none"> <li>• Has oversight of, and ensures Participant performance reviews are actively performed, holding Participants to account for their performance, and ensuring any actions to improve are monitored appropriately.</li> <li>• Manages and ensures reviews of reports of participant performance are completed appropriately, providing guidance as relevant, and ensures potential risks are identified and a corresponding risk management</li> </ul>
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	<p>method is taken on board in alignment with Pay.UK risk framework.</p> <ul style="list-style-type: none"> <li>Ensures activities relating to Credit Payment Recovery are effectively performed.</li> </ul> <p>Industry Services – Design &amp; Delivery</p> <ul style="list-style-type: none"> <li>Manages and ensures the delivery of key activities including effective supervision of the administrative colleagues, onboarding activities and query management for services as relevant.</li> <li>Ensures operational duties are performed in accordance with guidelines, providing support as relevant and where required. Includes production of performance reports.</li> <li>Manages the effective completion and maintenance of participant facing and internal procedural documentation, along with content of relevant areas of the Pay. UK and Access to Payments websites.</li> <li>Ensures regular participant group meetings are held to provide updates on performance and operation of service.</li> <li>Provides oversight of the relationship with the Payment Systems Regulator in relation to the Code of Conduct for Indirect Access Providers, providing support to the Service Line Manager, as relevant.</li> <li>Oversees specific projects within the Operations Directorate portfolio and provides guidance to the Service Line Manager, where appropriate.</li> </ul> <p>Additional Duties</p> <ul style="list-style-type: none"> <li>-</li> </ul> <p>Other Obligations</p> <ul style="list-style-type: none"> <li>Data Protection <ul style="list-style-type: none"> <li>Ensure that policies and procedures are followed and monitor that colleagues in Departments he/she partners with receive appropriate training.</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>○ Comply and / or ensure compliance with Pay.UK Data Protection policy, processes and all relevant legislation. This includes maintaining team specific retention schedules, records of data processing and ensuring that any data protection risks are identified, communicated and mitigating actions put in place.</li> <li>○ Maintain effective communication on data protection compliance with the CPO and DPO as appropriate.</li> <li>○ Identify section specific data protection risks, and mitigating actions, communicating these to the CPO and DPO without delay.</li> <li>○ When aware, communicate, in confidence, to the CPO and / DPO, data protection risks likely to impact the organisation as a whole.</li> </ul>
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> <li>● Highly regarded as a stakeholder manager in the retail payments industry in particular.</li> <li>● Proven expertise and experience in ensuring complex services in a heavily regulated environment are delivered according to or exceeding the expectations of regulatory stakeholders.</li> <li>● Proven experience in ensuring payments services are delivered with a focussed business mind-set, and experience in aligning various technical teams to deliver in accordance with a common agreed framework.</li> <li>● Demonstrable leadership, people and performance management experience of leading a team.</li> </ul>
<p>Specific Skills</p>	<ul style="list-style-type: none"> <li>● Excellent stakeholder skills both with regulatory and participant stakeholders, with the ability to quickly understand stakeholder needs and define and ensure the implementation of corresponding actions.</li> <li>● Ability to anticipate and identify potential risks, limitations as well as opportunities related to the operations activities.</li> <li>● Solution-oriented with bias for action and a pragmatic attitude in order to work with peers and make the matrix structure effective.</li> <li>● Technical and business background.</li> <li>● Excellent organisation and time management skills. A highly effective</li> </ul>

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	multi-tasker with the ability to manage competing priorities.
Qualifications and Training	<ul style="list-style-type: none"> <li>• Operations experience gained in the Financial Services.</li> </ul>
Competencies	<ul style="list-style-type: none"> <li>• In alignment with Pay.UK competency framework</li> </ul>

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: \_\_\_\_\_

Date: \_\_\_\_\_



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### Version Control

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

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