

## Role Profile

Role Title	<b>Head of Commercial</b>
Role (Job) ID	NPSTS06
Directorate	Standards and Strategy
Reports to	Director of Standards and Strategy
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	19
Location	2 Thomas More Street, 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>

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	<p><u>Directorate:</u></p> <p>Actively engage with the wider payments ecosystem to take to market Pay.UK services. Develop and apply a commercial approach to marketing and providing Pay.UK’s services and propositions to the market. Support the development of end-to-end service propositions that can be delivered by the market and considers all stakeholder needs.</p> <p>Foster innovative development through the provision of collaboration environments. Manage the ecosystem innovation strategy and policies to foster a community who collaborate and drive innovative ideas and solutions for the payment ecosystem. Manage the development of strategic insight and research to support the payment ecosystem end to end.</p> <p>Own, monitor and actively manage the end to end payments ecosystem and drive the strategic objectives of the market while considering requirements and impacts across all stakeholders in the end-to-end value chain.</p> <p>Design and manage Pay.UK enterprise architecture for each component owned and/or actively managed by Pay.UK including its integration with the NPA. Manage design changes across Pay.UK.</p> <p>Manage the technical and business rules and standards that govern the NPA and the services that are delivered within the ecosystem. Co-ordinate and govern rules and standards changes ensuring stakeholder engagement and consensus in a transparent manner.</p>				
Summary of Role	<p>Manage and implement commercial strategy, defining how existing business as usual services and target state operations will be funded.</p> <p>Develop and validate financial business cases for significant strategic change / innovation initiatives including assessment of the most appropriate funding mechanism per initiative.</p> <p>Provides treasury capability to assess and implement new funding models.</p>				
Commitment and time period	<table border="1" data-bbox="438 1585 1434 1639"> <tr> <td data-bbox="438 1585 699 1639"><input checked="" type="checkbox"/> Full time</td> <td data-bbox="699 1585 943 1639"><input type="checkbox"/> Part time</td> <td data-bbox="943 1585 1166 1639">100</td> <td data-bbox="1166 1585 1434 1639">FTE (%)</td> </tr> </table> <p>Time period:-</p>	<input checked="" type="checkbox"/> Full time	<input type="checkbox"/> Part time	100	FTE (%)
<input checked="" type="checkbox"/> Full time	<input type="checkbox"/> Part time	100	FTE (%)		
Internal & External Interactions	<ul style="list-style-type: none"> <li>• Regulators</li> </ul>				

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	<ul style="list-style-type: none"> <li>• Councils</li> <li>• Participants</li> <li>• Providers</li> <li>• Pay.UK Operations, Risk &amp; Compliance, Regulatory Engagement, General Counsel, and other departments as relevant</li> </ul>
Accountabilities	<p>Principal Accountabilities</p> <ul style="list-style-type: none"> <li>• Actively engage with the players in the wider payments ecosystem to advertise and sell Pay.UK services in order to generate market value.</li> <li>• Understand potential innovation in the market and how this could create opportunities and impact ability to generate revenue.</li> <li>• Agree the target market, future propositions and market strategy, including expanding into new markets if appropriate. Explore ways of packaging economic analysis, market research and other future services to take to market. Establishes enhanced commercial skillset within Pay.UK.</li> <li>• Develop and establish a commercial approach to marketing of Pay.UK’s services. Identify new revenue streams and revenue generation opportunities in collaboration with teams within Pay.UK, and shape the proposition so it is ready to take to market.</li> <li>• Establish a review framework for contractual terms for existing services to unlock and enhance revenue streams.</li> <li>• Define the market strategy for Pay.UK, understand what are the key products and services that Pay.UK wants to provide and to which market (e.g. new or existing participants, international companies, providers etc.).</li> <li>• Work in concert with the Standards Department and with the other Departments within Standards and Strategy to ensure that Pay.UK generates the necessary revenue to meet its funding requirements and it does so without compromising its primary purpose of facilitating market delivery of services, and without becoming a competitor to participants / service providers.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Work together with the Standards Department and Finance to price the payment services, managed services and other services (e.g. data, research, licensing, accreditation etc.) to attract participants and providers and enable Pay.UK to generate revenue and build reserves and an innovation fund.</li> <li>• Engage with participants, potential participants, providers and potential providers to sell Pay.UK services, e.g. attract new participants to Pay.UK or increase the number of services offered by existing participants.</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>○ Ensures that policies and procedures are followed and that staff receives appropriate training, that a local risk register is developed and regularly monitored and reviewed.</li> <li>○ Complies and / or ensures 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>○ Maintains effective communication on data protection compliance with the CPO and DPO as appropriate.</li> <li>○ Identifies section specific data protection risks, and mitigating actions, communicating these to the CPO and DPO without delay.</li> <li>○ When aware, communicates, in confidence, to the CPO and / DPO, data protection risks likely to impact the organisation as a whole.</li> </ul> </li> </ul>
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> <li>• Commercial management</li> </ul>

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	<ul style="list-style-type: none"> <li>• Stakeholder engagement</li> <li>• Market analysis</li> <li>• Data monetisation</li> <li>• Standards knowledge</li> </ul>
Specific Skills	<ul style="list-style-type: none"> <li>• Advanced communication and negotiation skills</li> <li>• Technology understanding and appreciation of market application</li> <li>• Market competition understanding</li> <li>• Ability to appreciate and apply regulation</li> </ul>
Qualifications and Training	<ul style="list-style-type: none"> <li>• Educated to a degree level. Professional qualification preferred, with strong understanding of the financial services and the payments industry.</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.

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**Confirmation**

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

Signed: \_\_\_\_\_

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



**Version Control**

Document Owner	Standards & Strategy Directorate			
Version number	1.7			
Governance	Draft: JW	Review: ODL	Approve: DH/PH	Approval Date:
Review Frequency		Next review date:		
Document reference				

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