

Role Profile

Role Title	Compliance and Regulatory Support Officer
Role (Job) ID	NPGCS13
Directorate	General Counsel
Reports to	General Counsel
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>The General Counsel’s Directorate provides legal advice and counsel to enable Pay.UK and each of its Directorates to meet their regulatory, statutory, legislative, commercial and strategic obligations. It also supports Participants of Pay.UK products and services with general guidance relating to their obligations under contract, law or regulation.</p> <p>The General Counsel’s Directorate also:</p> <ul style="list-style-type: none"> • Co-ordinates and facilitates Pay.UK’s corporate governance and company secretariat function, supporting Pay.UK and NPA Programme Boards (including their Directors), Pay.UK’s sub-committees, its Participant Advisory and End User Advisory Councils, Pay.UK’s executive committees and participant or executive working or operational groups. • Ensures compliance with Pay.UK’s Companies Act responsibilities. • Ensures Pay.UK has appropriate data privacy protection, and GDPR, licensing and trademark advice, as well as having sufficiently robust processes in place to manage data breaches and subject access requests if and when they occur. • Monitors and advises Pay.UK’s Compliance function, within the Risk Directorate, on our statutory and legislative responsibilities and obligations, mapping these against Pay.UK’s strategic direction, business needs and risk appetite. • Provides legal advice and counsel to Pay.UK’s Regulatory Engagement and Policy Directorate on matters requiring a legal interpretation of regulatory rules.
<p>Summary of Role</p>	<p>Provide central support to the Compliance function in the Risk Directorate and ensure Pay.UK complies with its legal requirements and related internal policies. Monitor and provide guidance on legal compliance matters and oversee legal compliance activity for Pay.UK.</p> <p>Advise on, and oversee, internal control systems, collaborating with Pay.UK’s Directorates to ensure Pay.UK is aware of compliance requirements and issues.</p>

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	<p>Provide an effective interface between, and provide support to, the Regulatory Engagement and Policy Directorate and the Strategy and Standards Directorate.</p> <p>Contribute to the creation of a regulatory / policy roadmap that supports the Regulatory Engagement and Policy Directorate. Actively provide support to the Councils Coordinator (and indirectly, EUAC and the PAC).</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"> • Associated governing bodies • External stakeholders as relevant such as • Board • ExCo • Pay.UK Directorates as relevant 	
Accountabilities	<p>Principal Accountabilities</p> <ul style="list-style-type: none"> • Central support to the Compliance function in the Risk Directorate. <ul style="list-style-type: none"> ○ Monitors and provides guidance on legal compliance matters. ○ Oversees legal compliance activity for Pay.UK as follows: <ul style="list-style-type: none"> • Advises on and oversees internal control systems to prevent or deal with violations of law, regulation and associated internal policies to ensure that all legal compliance needs are met. • Continuously evaluates the efficiency of controls and advises on improvements if necessary. • Works closely with other Directorates and Department Heads to review all departmental policies for compliance issues. • Collaborates with Pay.UK’s Directorates to ensure Pay.UK is aware of compliance requirements and issues. • Monitors compliance with policies and procedures. 	

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	<ul style="list-style-type: none">• Organises training, where necessary to ensure colleagues are aware of their compliance obligations.• Supports, the central Compliance function in the Risk Directorate with internal investigations of legal compliance issues.• Regularly monitors and determines the appropriateness of technological solutions for legal compliance oversight and monitoring.○ Keeps fully conversant of legal developments within or outside of Pay.UK as well as evolving best practices in compliance control.○ Keeps fully conversant of legal developments within or outside of Pay.UK as well as evolving best practices in compliance control.○ Encourages use of confidential points of contact for employees to communicate with management, seek clarification on legal compliance related issues or report irregularities, within the central Compliance function in the Risk Directorate.○ Maintains documentation of compliance activities such as complaints received or investigation outcomes.○ Supports the central Compliance function in the Risk Directorate in filing appropriate compliance reports with regulatory bodies.• Regulatory Support.<ul style="list-style-type: none">○ Actively interfaces with, and provides support to, the Regulatory Engagement and Policy Directorate in terms of Pay.UK engagement with its regulators, ensuring consistency of message and effective outcomes.○ Provides support to facilitate the creation of a regulatory / policy roadmap that supports the Regulatory Engagement and Policy Directorate to identify how and when Pay.UK engages with the End-User Advisory Council (EUAC) and the Participant Advisory Council (PAC), demonstrating ‘thoughtful engagement’.○ Actively provides support to the Councils Coordinator (and indirectly, EUAC and the PAC) by contributing to the provision of feedback on
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	<p>relevant consultations and other activities / documentation.</p> <ul style="list-style-type: none"> ○ Ensures that all regulatory support activities are outward looking but ensuring internal discipline within Pay.UK. Ensures that regulatory stakeholder engagement efforts within remit are delivered according to Pay.UK framework and expectations. ○ Contributes to the research and analysis of external regulatory developments to determine any implications for Pay.UK. Provides findings to the Regulatory Engagement and Policy Directorate to facilitate the development of an appropriate response. <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"> ○ Ensure that policies and procedures are followed. ○ 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 section specific 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"> • Proven compliance experience. • Regulatory affairs experience. • Corporate governance experience. • Payments industry experience.

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	<ul style="list-style-type: none"> • Experience working across organisations at all levels. • Well-versed in law, regulation and corporate governance best practices. • Knowledge of Pay.UK policies and standards. • Experience of reporting procedures and record keeping.
Specific Skills	<ul style="list-style-type: none"> • Excellent communication, written and presentation skills with the ability to adjust communication style to different audiences. • Approachable and collaborative. • Methodical and diligent with outstanding planning abilities. • An analytical mind able to ‘see’ past complexities of procedures and regulations. • High ethical standards. • Work diligently to complete duties whilst staying mindful of the objectives of the business. • A business acumen partnered with a dedication to legality.
Qualifications and Training	<ul style="list-style-type: none"> • Relevant compliance qualification.
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

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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	General Counsel Directorate			
Version number	1.8			
Governance	Draft: OD	Review: GC	Approve: GC	Approval Date:
Review Frequency		Next review date:		
Document reference				

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