

## Role Profile

Role Title	<b>Third Party Assurance Auditor</b>
Role (Job) ID	NPOPS20
Directorate	Operations
Reports to	Third Party 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	Remote working with frequent travel. At least one day per month generally expected in 2 Thomas More Square, London.
Organisational Context	<p>Pay.UK maintains and develops the UK retail payment systems and standards that are core to the economy being able to function on a day-to-day basis.</p> <p>From Bacs to Faster Payments and cheques – we act as the single operator for all UK retail payments. We put the needs of consumers and businesses at the heart of everything we do, working in the public interest to ensure that the systems the country relies on for its banking transactions are safe, open, innovative and resilient.</p> <p>Our payment systems underpin the services that enable funds to be transferred between people and institutions. In 2018, the UK’s retail payment systems processed 8.8 billion transactions worth £7 trillion through Bacs Direct Credit, Direct Debit, Faster Payments, and cheques.</p> <p>Every day, individuals and businesses use the services we provide to get their salaries, pay their bills and make online and mobile banking payments. Our vision for the future is to enable a vibrant economy, with Pay.UK delivering the best-in-class payment infrastructure and standards for the benefit of consumers and businesses nationwide.</p> <p><u>Directorate:</u></p>

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	<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 onboarding and assurance framework.</p>						
<p>Summary of Role</p>	<p>Provide effective and proactive support in the management of the schedule of Bureaux Inspections and effective communication with bureaux management and staff.</p> <p>In accordance with the inspection process, undertake a detailed review of commercial and applicant Bureau's organisation, security and Bacs operational controls and procedures, to determine if the Bureau meets the criteria for approval as a Bacs Approved Bureau.</p> <p>Identify potential risks, and propose controls that help protect the integrity, confidentiality and availability of Bacs services.</p>						
<p>Commitment and time period</p>	<table border="1" style="width: 100%;"> <tr> <td style="width: 33%;"><input checked="" type="checkbox"/> Full time</td> <td style="width: 33%;"><input type="checkbox"/> Part time</td> <td style="width: 34%; text-align: center;">100 FTE (%)</td> </tr> <tr> <td colspan="3">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:-							
<p>Internal &amp; External Interactions</p>	<ul style="list-style-type: none"> <li>• Commercial Bureaux (including new applicants, existing and closing)</li> <li>• Scheme Participants</li> <li>• Operations Directorate, and specifically Finance, Core Operations, Service Line Management</li> <li>• Third parties as relevant</li> <li>• Communications Directorate</li> </ul>						

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	<ul style="list-style-type: none"> <li>• Risk Directorate</li> </ul>
Accountabilities	<p>Principal Accountabilities</p> <ul style="list-style-type: none"> <li>• Bureaux Inspection - Scheme Management <ul style="list-style-type: none"> <li>○ Support and contribute to the maintenance and development of the Assurance Framework process and forecasting plans.</li> <li>○ Support the programme of works ensuring that the Bureaux Inspections are undertaken to schedule and required quality.</li> <li>○ Manage Scheme document reviews.</li> <li>○ Provide business support and advisory services to Participants (sponsoring banks), current and potential bureaux and internal teams.</li> <li>○ Administer fees, contracts and bureaux data on an ongoing basis.</li> </ul> </li> <li>• Bureaux Inspections <ul style="list-style-type: none"> <li>○ Carry out detailed reviews of a bureau's: <ul style="list-style-type: none"> <li>• Organisation and policies;</li> <li>• Professional services and commercial arrangements;</li> <li>• Physical security;</li> <li>• Network environment;</li> <li>• Systems management;</li> <li>• Logical access control;</li> <li>• Business continuity and disaster recovery;</li> <li>• Bacs processing and data controls;</li> <li>• HSM and cryptographic key management.</li> </ul> </li> <li>○ Communicate effectively with bureaux management and their employees to ensure understanding of inspection process, next steps, and to clarify any initial queries or uncertainties. Additionally to: <ul style="list-style-type: none"> <li>• state the purpose, format and procedure of a review;</li> </ul> </li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• conduct the inspection interviews;</li> <li>• resolve disagreements on review findings or other issues relating to the scheme;</li> <li>• identify and propose practical, improved security procedures and controls.</li> </ul> <ul style="list-style-type: none"> <li>○ Manage the scheduling of individual allocation of bureaux reviews and related tasks within budget and deadlines.</li> <li>○ Support in regular reporting to the Third Party Assurance Manager and Service Lines Management, Head of Operations, and Risk Management and to recognise and escalate key issues as appropriate.</li> <li>○ Support and provide formal evaluation reports for both subject bureaux and their Participant sponsoring bank.</li> <li>○ Support and maintain effective liaison with Participant sponsoring banks to identify possible high-risk bureaux and actions to resolve issues.</li> <li>○ Ensure all necessary information is recorded and maintained on the system accurately and in a timely manner.</li> <li>○ Review legal and regulatory guidelines and technical developments to ensure the questionnaire is comprehensive and relevant to bureaux.</li> <li>○ Identify enhancements to information requirements or to the recording and analytical system.</li> <li>○ Define and implement improved methods of operation and control procedures to ensure the accuracy and reliability of all recorded information.</li> </ul> <p>Additional Duties</p> <ul style="list-style-type: none"> <li>• Support the development and management of other third party assurance processes as required.</li> </ul> <p>Other Obligations</p> <ul style="list-style-type: none"> <li>• Data Protection <ul style="list-style-type: none"> <li>○ Comply and / or ensure compliance with the Pay.UK Data Protection</li> </ul> </li> </ul>
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	<p>policy, processes and all relevant legislation.</p> <ul style="list-style-type: none"> <li>○ Maintain effective communication on data protection compliance with the CPO and DPO as appropriate.</li> <li>○ Identify relevant 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>● Have considerable breadth of knowledge of business practice and risks, IT systems and controls and physical systems and controls, gained either in a Business, IT or audit environment. For example: access control, physical security, application security, security architecture and design, business continuity and disaster recovery, legal regulations and compliance.</li> <li>● Demonstrate a good knowledge and understanding of Information Security frameworks such as ISO27001.</li> <li>● Maintain an ongoing awareness of changes to the risk and controls associated with information and cyber security threats.</li> <li>● Demonstrate the ability to liaise with various levels of management of external organisations, ranging from one-man businesses to multinational corporations, and with Participant Customer Support Groups</li> <li>● Be able to identify potential risks and make recommendations at a practical level based upon the environment in which specific bureaux operate</li> <li>● Will possess the interpersonal skills necessary to promote the inspection scheme, and any recommendations resulting from inspection visits, to the management of external organisations, ranging from Chief Executives to Payments Managers</li> <li>● Ensure that where changes are recommended, they are understood and accepted by the Bureau.</li> </ul>

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Specific Skills	<ul style="list-style-type: none"> <li>• Excellent organisational, management, and team member skills.</li> <li>• Ability to communicate effectively to both internal and external stakeholders with excellent interpersonal skills.</li> <li>• Pragmatic and flexible attitude in order to adopt new approaches and techniques, both personally and for the team.</li> <li>• Excellent organisation and time management skills. An efficient multi-tasker with the ability to effectively manage competing priorities.</li> <li>• Strong attention to detail, with a sharp eye for accuracy.</li> <li>• Good analytical skills, with sound problem-solving and decision making abilities.</li> </ul>
Qualifications and Training	<ul style="list-style-type: none"> <li>• Operations experience gained in Financial Services.</li> <li>• Assurance or Audit experience.</li> </ul>
Competencies	<ul style="list-style-type: none"> <li>• In alignment with Pay.UK competency framework</li> </ul>

### Confirmation

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

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

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

### Version Control

Document Owner	Operations Directorate			
Version number	1.10			
Governance	Draft:	Review:	Approve: COO	Approval Date:
Review Frequency			Next review date:	
Document reference				

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