

Role Profile

Role Title	Service Line Officer – Managed Services
Role (Job) ID	NPOPS16
Directorate	Operations
Reports to	Service Line 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	15
Location	2 Thomas More Square, London with reasonable travel
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>

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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. 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>	
Summary of Role	The Service Line Officer takes ownership for scheme specific deliverables and supports the day to day running of the FPS, Bacs payment and managed services as a business.	
Commitment and time period	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time	100 FTE (%)
Internal & External Interactions	<p>Time period:</p> <ul style="list-style-type: none"> • Regulatory Engagement & Policy • Risk • General Counsel • Participant Engagement (Including Payment Service Providers, Electronic Management Institutions, Financial Market Institutions, Government Agencies, Service users such as Corporates, SME's & Sole Traders). 	
Accountabilities	<p>Principal Accountabilities</p> <ul style="list-style-type: none"> • Responsible for any issues that arise within core Operations (including daily sight of dashboards and monitoring) and acts as the direct escalation path to the Service Line Manager. • Supports in the implementation of a consistent approach, processes 	

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	<p>and capabilities to ensure a single point of coordination for all stakeholders.</p> <ul style="list-style-type: none">• Supports the Service Line Manager and supports key change projects for the payment managed services operations.• Supports the payment and managed services specific deliverables definition and supports all core Operations specific deliverables including as commissioned by the regulators.• Performs analysis and prepare reports as required to support agreements and implementation of Service Level Agreements (SLAs).• Documents service performance data against agreed SLAs.• Builds and maintains strong customer relationships within Pay.UK business.• Supports service review meetings and operational level agreement reviews focussed on continuous improvement, implementing service improvement plans where appropriate by enabling the preparation for the meeting, preparing agenda and taking minutes.• Supports the successful daily Supplier Management including monitoring of KPI's and adherence to SLA's as well as Assurance.• Accurately captures, circulates, monitors Participant and other stakeholder queries, collects information, and supports the preparation of answers.• Provides regular and ad-hoc analysis that provides business insight to Senior Management and the COO. Collates and analyses payments data, supplier performance and Participant performance data• Provides accurate reporting and forecasting to enable business planning and monitoring performance.• Provides quantitative analysis in support of development initiatives in the given Service Line.• Supports the management team by monitoring payment trends and providing knowledge and insight of current and future business
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	<p>performance.</p> <ul style="list-style-type: none">• Supports and maintains Scheme level rules and standards, e.g. direct debits (Bacs), on an ongoing basis, including agreement and publication of the changes.• Liaises with the Standards and Strategy Directorate (Standards Authority) when completing Scheme rules and standards updates, to ensure the amendments are achieved effectively, and in accordance with Pay.UK standards. <p>Participant Performance Management</p> <ul style="list-style-type: none">• Assists with undertaking Participant performance reviews, along with contributing to holding Participants to account for their performance, and where appropriate, assists with monitoring actions taken by them to improve.• Assists with monitoring Participant payment redirection performance taking action as appropriate.• Reviews reports of participant performance and ensures potential risks are identified and a corresponding risk management method is taken on board in alignment with Pay.UK risk framework.• Contributes to activities relating to Credit Payment Recovery, including:<ul style="list-style-type: none">○ Liaises with Participants to ensure any late CPRMI from Participants is tracked and submitted.○ Analyses and understands Participant metrics in relation to Credit Payment Recovery.○ Maintains support for the Participants of the Credit Payment Recovery process. <p>Supplier and Participant Performance Monitoring</p> <ul style="list-style-type: none">• Liaises with the Operations Team regarding the content and timing of information on Participant performance for committee meetings.• Contributes to the production of monthly Performance Dashboards.• Manages the production of supplier performance information for to
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	<p>ensure supplier contractual and other obligations are met.</p> <ul style="list-style-type: none"> • Liaises with the Procurement Team regarding the content and timing of information and reports for supplier meetings and relevant committees. • Liaises with Standards & Strategy Directorate regarding requirements for regular management information reports. <p>Planning & Forecasting</p> <ul style="list-style-type: none"> • Liaises with the Operations Directorate regarding the content and timing of forecasting and other quantitative analysis to support the development of the strategy. • Liaises with Standards & Strategy Directorate regarding support for forecasting and analysis of the strategy. • Gathers relevant monthly data from various stakeholders to produce monthly Information packs for the Senior Management Team. • Maintains a detailed knowledge of the end-to-end payment process and an understanding of the clearing and settlement operations. <p>Support to a given Service Line</p> <ul style="list-style-type: none"> • Manages strong, collaborative relationships with the infrastructure supplier, the settlement agent and Participant banks. • Handles large data sets with logical and analytical thinking and be able to spot anomalies. • Manages ad hoc queries, ensuring the data provided is suitable for the audience. • Project manages smaller projects, as required. • Collaborates with other members to deliver and develop best practices in support of Pay.UK goals and objectives. <p>Risk Management</p> <ul style="list-style-type: none"> • Key Liaison for Bacs Debit Cap ad FPS Net Sender Cap Management
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	<p>Process.</p> <ul style="list-style-type: none"> • Oversees monthly Stress testing reports. • Reviews operational incidents and provide monthly data analytical report. • Forecasting capital requirements of Participants. <p>Other Obligations</p> <ul style="list-style-type: none"> • Data Protection <ul style="list-style-type: none"> ○ Comply and / or ensure compliance with the 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.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Experience of service management including day-to-day, SLA/KPI and performance monitoring and assurance.
<p>Specific Skills</p>	<ul style="list-style-type: none"> • 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. • Ability to anticipate and identify potential risks, limitations as well as opportunities related to the operations activities. • Solution-oriented with bias for action and a pragmatic attitude in order to work with peers and make the matrix structure effective. • Technical and business background
<p>Qualifications and Training</p>	<ul style="list-style-type: none"> • Operations experience gained in the Financial Services.

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Competencies	<ul style="list-style-type: none"> In alignment with Pay.UK competency framework
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Confirmation

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

Signed: _____

Date: _____



Version Control

Document Owner	Operations Directorate			
Version number	2.0			
Governance	Draft: OD BA	Review: ODL/OPS	Approve: COO	Approval Date:
Review Frequency		Next review date:		
Document reference				

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