

## Role Profile

Role Title	<b>Stakeholder Engagement Officer</b>
Role (Job) ID	NPCOM12
Directorate	Communications
Reports to	Stakeholder Engagement 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>

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>Develop and proactively support the delivery of an end-to-end aligned external communications strategy across all areas and stakeholders of Pay.UK consistent with the wider engagement strategy.</p> <p>Structure and deliver formal internal communications and gather feedback and insight across all areas. Facilitate a culture of collaboration and innovation that is end user centric.</p> <p>Coordinate and manage the marketing strategy and brand which will govern the internal and external communications strategy.</p>	
Summary of Role	<p>Produce assets and complete, or perform, activities to support stakeholder engagement.</p> <p>Contribute to the plan and delivery of stakeholder engagement initiatives to increase the engagement with various stakeholders, including payment service providers, regulators, influencers, parliamentarians, government officials, payment industry participants, payment service end users, various subject matter experts, trade groups, committees and bodies as relevant.</p> <p>Support the Stakeholder Engagement Manager by collating and providing insights and stakeholder feedback to inform the business decision making process.</p> <p>Contribute to the development and maintenance of systems and tools for engaging with stakeholders and to capture intelligence and insights about different stakeholder communities.</p>	
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"> <li>• External stakeholders as relevant</li> <li>• Regulatory and Policy bodies as relevant</li> <li>• Media as relevant</li> <li>• Suppliers as relevant</li> <li>• Risk</li> </ul>	

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	<ul style="list-style-type: none"> <li>• General Counsel</li> <li>• Pay.UK Directorates</li> </ul>
Accountabilities	<p>Principal Accountabilities</p> <ul style="list-style-type: none"> <li>• Supports, and assists with, the delivery of the stakeholder engagement strategies and plans on time and within budget, receiving direction and guidance from the Stakeholder Engagement Manager.</li> <li>• Supports engagement with stakeholders by producing a broad range of engagement and communication activities, including event management, presentations, script-writing, email, and the production of other assets, as relevant.</li> <li>• Provides support to the Stakeholder Engagement Manager in their work to support Pay.UK Directorate heads in the delivery of regulatory, participant and end user engagement, as well as in the development and production of various materials, such as reports, discussion papers, and proposals.</li> <li>• Works closely with other colleagues in the Stakeholder Engagement team and actively provides support where appropriate.</li> <li>• Supports the efforts of the Stakeholder Engagement Manager and Director of Communications in proactively identifying market influence opportunities to support the wider Pay.UK strategy.</li> <li>• Participates in the provision of input into the communications management dashboard and KPIs to facilitate the achievement of stakeholder engagement goals on time and within budget.</li> <li>• Fosters and maintains strong working relationships with internal and external contacts.</li> <li>• Supports the Stakeholder Engagement Manager in activities to ensure the stakeholder database is up to date, includes accurate information and is fit for purpose. Provides input, as relevant, to ensure Pay.UK has an accurate assessment of the level of engagement across the involved key stakeholders so that any potential engagement issues or red flags can be highlighted and acted on without any delay.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Provides support to the Stakeholder Engagement Manager in ensuring that Pay.UK Directorate heads or other involved parties are appropriately assisted, as relevant, in arranging events or meetings. Assists in the collation of feedback from conferences and events as required.</li> <li>• Contributes to the production of weekly public affairs monitoring reports and ad-hoc parliamentary monitoring.</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, 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>• Experience of working in stakeholder engagement and public affairs within the financial services industry and in a regulatory environment.</li> <li>• Some experience in managing change for stakeholders.</li> <li>• Work experience in communications within a complex matrix organisation.</li> <li>• Ideally, some knowledge of the payments sector and an understanding of participant and/or end user landscapes.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Experience of working in a fast-paced communications or stakeholder engagement team.</li> </ul>
Specific Skills	<ul style="list-style-type: none"> <li>• Creative, articulate and trustworthy.</li> <li>• Value driven with the ability to demonstrate the core values of Pay.UK, in particular being open, transparent, agile, efficient, and end user focused.</li> <li>• Strong communication and interpersonal skills to interact across stakeholders.</li> <li>• Working collegiately within a team of peers, supporting team members.</li> </ul>
Qualifications and Training	<ul style="list-style-type: none"> <li>• Educated to degree level in Communications / Marketing / Media / Public Relations or equivalent 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	Communications Directorate			
Version number	1.4			
Governance	Draft: ODL	Review: COMD	Approve: COMD	Approval Date:
Review Frequency		Next review date:		
Document reference				

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