

## Role Profile

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| Role Title                             | <b>Administrative Assistant</b>  |
| Role (Job) ID                          | NPOPS100   |
| Directorate                            | Operations   |
| Reports to                             | Head of Onboarding & Assurance   |
| 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                                  | 13   |
| 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.

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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. 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                  | Responsible to the Head of Onboarding & Assurance, for the provision of general administrative support including reporting.   |                  |
| 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"> <li>• Onboarding &amp; Assurance working groups and committees</li> <li>• Participants</li> <li>• Bank of England</li> <li>• Various industry specific stakeholder groups, working groups and committees</li> </ul>  |                  |
| Accountabilities                 | <p>Principal Accountabilities</p> <ul style="list-style-type: none"> <li>• Provides administrative support to the Head of Onboarding &amp; Assurance and the management team.</li> <li>• Agrees a support plan for the Head of Onboarding &amp; Assurance and the management team.</li> <li>• Prints and collates all papers for meetings attended by the Head of Onboarding &amp; Assurance.</li> </ul>  |                  |

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- Co-ordinates the Managers' electronic diaries.
- Prints and collates all papers for meetings attended by the management team.
- Agrees a support plan for individual managers.
- Has responsibility for administration of meetings with onboarding Participants, and Participant assurance related meetings, including room bookings, drafting and agreeing agendas and, where appropriate, taking minutes of the meeting.
- Tracks and follows-up progress of actions arising from relevant committees, internal audits, and risk reviews to facilitate completion within agreed timelines.
- Performs regular reporting activities as required, both internal and external reporting, along with supporting statutory reporting activities such as Bank of England 204 information.
- Provides administrative support for the Third Party Assurance function in Onboarding & Assurance, specifically the Bacs Approved Bureau Scheme (BABS), including updating the database and assisting with management of annual and ad-hoc invoices, reporting as required.
- Maintains and enhances an excellent working relationship at all levels with other colleagues and new / existing Participants both internally and externally.

#### Additional Duties

- Any other duties as required.

#### Other Obligations

- Data Protection
  - Comply and / or ensure compliance with the Pay.UK Data Protection policy, processes and all relevant legislation.

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|                             | <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>  |
| Knowledge and Experience    | <ul style="list-style-type: none"> <li>● Broad understanding of money transmission (the movement of funds in a secure environment) in a payments environment, including the players and processes.</li> <li>● General awareness and working knowledge of law relating to the payments industry.</li> <li>● Relevant level of IT skills to perform the role (SharePoint, Database Management, Core MS Applications).</li> </ul>  |
| Specific Skills             | <ul style="list-style-type: none"> <li>● Excellent relationship management skills.</li> <li>● Ability to act calmly in resolving issues during periods of high pressure following standard procedures as appropriate.</li> <li>● Excellent organisation and time management skills. An efficient multi-tasker with the ability to effectively manage competing priorities.</li> <li>● Ability to communicate effectively to both internal and external stakeholders with excellent interpersonal skills.</li> <li>● Strong attention to detail, with a sharp eye for accuracy.</li> <li>● Confident user of Microsoft Office products.</li> </ul> |
| Qualifications and Training | <ul style="list-style-type: none"> <li>● Administrative experience gained in Financial Services.</li> </ul>   |
| Competencies                | <ul style="list-style-type: none"> <li>● In alignment with Pay.UK competency framework</li> </ul>   |

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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     | 1.6                    |                    |                   |                |
| Governance         | Draft:<br>OD BA        | Review:<br>ODL/OPS | Approve:<br>COO   | Approval Date: |
| Review Frequency   |                        |                    | Next review date: |                |
| Document reference |                        |                    |                   |                |

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