Role Profile

Role Title	**Assurance Manager**			
Role (Job) ID	NPOPS12			
Directorate	Operations			
Reports to	Senior Assurance Manager			
Role type	☒Permanent	☐ Fixed Term	☐ Secondment	☐ Contract
Line Manager responsibilities (Yes/No)	☐ Yes	☒ No		
Level	17			
Location	2 Thomas More Square, London. Reasonable travel across UK & Europe or any location that the role requires a presence			
Organisational Context	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.			
	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.			
	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.			
	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.			

	<u>Directorate:</u> 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. 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. It also contributes to the establishment of a robust, consistent and compliant on boarding and assurance framework.
Summary of Role	Supports the Head of On-boarding & Assurance and Senior Assurance Manager in the overall Assurance model for Pay.UK. Executes the co-ordination of the Assurance team in the engagement and completion of the overall assurance attestations for all participants of the schemes they are members of. This includes all assurance of new members to any scheme, working with participants to help them achieve their business objectives. As a key line of defence against systemic risk to Pay.UK from Participants and Key Suppliers, the role will successfully manage Assurance activities as set out by the respective Participant and Supplier Assurance Frameworks, and escalating systemic or major non-compliance breaches to senior management Manage the assurance activities, ensuring they are executed according to plans and in alignment with the set requirements and there is a robust due diligence process in place. Supports the development of the assurance models, identifying and implementing improvements and efficiencies.
Commitment and time period	☒ Full time　　　　☐ Part time　　　100　　FTE (%) Time period: -

Internal & External Interactions	• Service Lines and Operations • Participants • Bank of England • Regulatory engagement • Risk • Central Infrastructure Provider • Standards & Strategy • Communications • Policy • Vendor management • NPA and Change functions

Accountabilities	**Principal Accountabilities**
	• Plan and deliver Participant and Supplier assurance activities (planned and unplanned), prioritising as necessary in order to meet key deliverables, and resourcing accordingly. Activities include:
	    o New Participant Entry assurance activities;
	    o Participant major changes;
	    o Other assurance activities as required including contribution to project and post incident reviews, and support Participant enforcement.
	• Manage the escalation of Participant non-compliance and risk, supporting the enforcement process managed by the Service Lines function.
	• Perform quality reviews on assurance activities, providing constructive feedback and coaching to Assurance Auditors. Manage training needs to ensure continued and effective delivery of assurance activities.
	• Ensure timely delivery of reporting of progress on key deliverables to stakeholders. Respond to ad-hoc requests for information, e.g. from regulatory bodies.
	• Deputise for the Senior Assurance Manager including presentation of progress and escalation reports, and representation at management and committee meetings.

	• Support the development and implementation of an aligned Assurance Framework for Pay.UK. Support timely input to scheme documentation reviews which constitutes the Assurance Framework.
	
	 • Provide subject matter expertise at relevant internal and external stakeholder meetings such as audit, risk, security, participant/supplier, and working groups.
	
	 • Maintenance of the Assurance shared mailbox and management systems.
	
	 Other Duties
	
	 • Risk Management
	
	   o Effectively monitor and mitigate risks at a process level.
	
	   o Escalate systemic or major non-compliance breaches to the Senior Assurance Manager and other stakeholders as required.
	
	 Other Obligations
	
	 • Data Protection
	
	   o Ensure that policies and procedures are followed and monitor that colleagues in Departments he/she partners with receive appropriate training.
	
	   o Comply and / or ensure 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.
	
	   o Maintain effective communication on data protection compliance with the CPO and DPO as appropriate.
	
	   o Identify section specific data protection risks, and mitigating actions, communicating these to the CPO and DPO without delay.
	
	   o When aware, communicate, in confidence, to the CPO and / DPO, data protection risks likely to impact the organisation as a whole.

Knowledge and Experience	• Have considerable breadth of knowledge of risk and control frameworks, relating to business and operations, and IT systems (desirable).

	• Experience in identifying control weaknesses, and assisting management in understanding and mitigating their risk exposures.
Specific Skills	• Demonstrate strong interpersonal skills, communicating effectively with strong written and verbal skills, together with the ability to plan, organise and manage the team's time effectively.
	• Experience in managing and developing a team. Experienced in constructing, maintaining, and reporting against a schedule of work, prioritising as necessary.
	• Strong attention to detail, with a sharp eye for accuracy. Good analytical skills, with sound problem-solving and decision -making abilities.
	• Pragmatic and flexible attitude in order to adopt new approaches and techniques, both personally and for the team.
Qualifications and Training	• Demonstrable experience and skills conducive with a background relating to risk and control identification, assessment and management (e.g. in Internal Audit or Assurance etc.) which would translate smoothly into this role.
	• Expertise obtained through a relevant qualification (e.g. Audit or Risk) is desirable but not required.

Confirmation

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

Signed: _____

Date: _____

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Version Control

Document Owner	Operations Directorate			
Version number	2.1			
Governance	Draft: OD	Review: COO	Approve: COO	Approval Date:
Review Frequency			Next review date:	
Document reference				

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