

Role Profile

Role Title	Bureau Assurance Inspector
Role (Job) ID	NPOPS20
Directorate	Payments
Reports to	Third Party Assurance Manager
Role type	<input type="checkbox"/> Permanent <input checked="" 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>

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>The Payments 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 interested parties. 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 robust and agile support in the management of the Bacs Approved Bureau (BAB) scheme.</p> <p>Provide an independent and objective evaluation and assurance of a bureau's operations including:</p> <p><u>Information Technology</u> - assess information systems to ensure that they are operating securely, and that sensitive data is secure and accurate. These reviews can align with regulations and compliance, for example PCI DSS (Payment Card Industry Data Security Standard), ISO 27001 (or other ISO security standards), SOC (System and Organisation Control) and BAB Scheme requirements.</p> <p><u>Operations</u> - evaluating whether or not internal controls are sufficient and working as intended, operating procedures are being performed consistently and efficiently, and activities within the company are compliant with regulatory and BAB scheme requirements, industry standards, and internal policies.</p> <p><u>Performance</u> - evaluate an organisation's actual performance as compared with the goals and objectives set by its board of directors or members of senior leadership.</p>

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	<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>								
Commitment and time period	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"><input checked="" type="checkbox"/> Full time</td> <td style="width: 30%;"><input type="checkbox"/> Part time</td> <td style="width: 20%; text-align: center;">100</td> <td style="width: 20%; text-align: center;">FTE (%)</td> </tr> <tr> <td colspan="4">Time period: - 12 Months</td> </tr> </table>	<input checked="" type="checkbox"/> Full time	<input type="checkbox"/> Part time	100	FTE (%)	Time period: - 12 Months			
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Time period: - 12 Months									
Internal & External Interactions	<ul style="list-style-type: none"> • Commercial Bureaux (including new applicants, existing, merging and closing) • Scheme Participants • Payments Directorate, and specifically Finance, Core Operations, Service Line Management • Third parties as relevant • Communications Directorate • Risk Directorate 								
Accountabilities	<p>Principal Accountabilities</p> <ul style="list-style-type: none"> • BAB Scheme Management <ul style="list-style-type: none"> ○ Support and contribute to the maintenance and development of the Assurance Framework process and forecasting plans. ○ Support the programme of works ensuring that the Bureaux Inspections are undertaken to schedule and required quality. ○ Manage Scheme document reviews. ○ Provide business support and advisory services to Participants (sponsoring banks), current and potential bureaux and internal teams. • Bureaux Inspections <ul style="list-style-type: none"> ○ Carry out detailed reviews of a bureau’s: 								

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	<ul style="list-style-type: none">• Organisation and policies;• Professional services and commercial arrangements;• Physical security;• Network environment;• Systems management;• Logical access control;• Business continuity and disaster recovery;• Bacs processing and data controls;• HSM and cryptographic key management. <p>⊖ Communicate effectively with bureaux management and their employees to ensure understanding of inspection process, next steps, and to clarify any initial queries or uncertainties.</p> <ul style="list-style-type: none">○ Manage the BAB scheme within budget and deadlines to all relevant parties.○ 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.○ Support and maintain effective liaison with Participant sponsoring banks to identify possible high-risk bureaux and actions to resolve issues. <p>Additional Duties</p> <ul style="list-style-type: none">• Provide SME expertise to wider Pay.UK teams <p><u>Information</u></p> <p>This role involves a considerable amount of travel (approximately 50-70%) primarily across the UK with occasional overseas travel. Therefore, a car and clean driving licence are pre-requisites for the position.</p>
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<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • 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. • Demonstrate a good knowledge and understanding of Information Security frameworks such as ISO27001 and ISAE3000 • Maintain an ongoing awareness of changes to the risk and controls associated with information and cyber security threats (formalised and self-learning)
<p>Specific Skills</p>	<ul style="list-style-type: none"> • Excellent organisational, management, and team member skills. • Ability to communicate effectively to both internal and external stakeholders with excellent interpersonal skills. • Pragmatic and flexible attitude in order to adopt new approaches and techniques, both personally and for the team. • Excellent organisation and time management skills. An efficient multi-tasker with the ability to effectively manage competing priorities. • Strong attention to detail, with a sharp eye for accuracy. • Good analytical skills, with sound problem-solving and decision-making abilities including identification of risks
<p>Qualifications and Training</p>	<ul style="list-style-type: none"> • Operations experience e.g. - gained in information security, financial services, risk environments • Assurance or Audit experience • ISO27001 Lead Auditor qualification
<p>Competencies</p>	<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	2.2			
Governance	Draft:	Review:	Approve: COO	Approval Date:
Review Frequency			Next review date:	
Document reference				

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