

## Role Profile

Role Title	<b>Commercial Business Manager</b>
Role (Job) ID	tbc
Directorate	Strategy
Reports to	Head of Commercial
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	17
Location	2 Thomas More Street, London. 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>Strategy Directorate</u></p> <p>To own and drive the Pay.UK Corporate Strategy, communicating and embedding the culture across the organisation.</p> <p>To actively engage with the wider payments ecosystem to take to market Pay.UK services. Develop and apply a commercial approach to the delivery of Pay.UK’s propositions and services to the market. Support development of end-to-end service propositions that can be delivered by the market which considers all stakeholder needs.</p> <p>Foster innovative development through the provision of collaboration environments. Manage the ecosystem innovation strategy and policies to foster a community who collaborate and drive innovative ideas and solutions for the payment ecosystem. Manage the development of strategic insight and research to support the payment ecosystem end to end.</p> <p>Own, monitor and actively manage the end to end payments ecosystem and drive the strategic objectives of the market while considering requirements and impacts across all stakeholders in the end-to-end value chain.</p> <p>Drive the Business outcomes in the NPA programme, having overall responsibility to define and ensure that the business requirements of Pay.UK are delivered by the programme, through all phases.</p>
<p>Summary of Role</p>	<p>Develop and implement financial planning, forecasting and communication measures working closely with the Finance Team to ensure alignment with Pay.UK’s cost recovery model and participants tariff structure(s) through the lens of NPA delivery</p> <p>Develop and implement the team’s Balanced Business scorecard, ensuring alignment with Pay.UK strategic objectives and KPIs to size and assess Pay.UK’s values and perception against products and services offered to market to support and drive continuous improvement and values measures across the Business</p> <p>Develop and implement the Commercial Team’s agenda and presence across internal and external stakeholders, by delivering the Commercial, Marketing &amp; Client execution strategies aligned to the NPA’s core, technical and account overlay proposition and services; drive output and guide decision making through structured engagements and workshops to achieve this.</p>

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	Embed your skills into the wider Commercial team, working with others and flexing where demand in the team arises. Drive a “can do” attitude in the team always delivering high quality output using your own initiative.	
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>• Regulators</li> <li>• Councils</li> <li>• Participants</li> <li>• Providers</li> <li>• NPA Programme</li> <li>• Pay.UK Operations, Risk, Regulatory Engagement, General Counsel, and other Pay.UK Directorates as relevant</li> </ul>	
Accountabilities	<p>Principal Accountabilities</p> <ul style="list-style-type: none"> <li>• Embed and oversee commercial team’s role in financial planning, forecasting and engagement matters working closely with the Finance Team to ensure alignment with Pay.UK’s cost recovery model and participants tariff structure(s) through the lens of NPA delivery</li> <li>• Establish the team’s Balanced Business scorecard to ensure “action on performance and values” measures are carried forward across the Business to deliver quality NPA propositions and services to market</li> <li>• Develop industry and participants insights, ensuring implementation of new offerings remains current and aligned to stakeholder needs</li> <li>• Ensure interlock with key Pay.UK Groups and Committees is achieved to demonstrate and promote Commercial Team thought leadership and value delivery to our participants and wider ecosystem</li> <li>• Deliver clearly articulated Commercial, Marketing &amp; Client execution strategies aligned to the NPA’s core, technical and account overlay proposition and services, to develop and drive enhanced and refreshed</li> </ul>	

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	<p>brand and reputation awareness of Pay.UK’s offerings to market.</p> <ul style="list-style-type: none"> <li>• Establishes enhanced commercial skillset within Pay.UK.</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 and that staff receives appropriate training, 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>• Strategy and business development</li> <li>• Commercial application and management</li> <li>• Stakeholder engagement (internal/external)</li> <li>• Product development experience</li> </ul>
<p>Specific Skills</p>	<ul style="list-style-type: none"> <li>• Advanced communication and negotiation skills, able to represent Pay.UK at a senior level</li> <li>• Technology understanding and appreciation of market application – how to take product ideas and understand if they will work in practice</li> <li>• Market competition understanding</li> <li>• Ability to appreciate and apply regulation</li> </ul>

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Qualifications and Training	<ul style="list-style-type: none"> <li>Educated to a degree level. Professional qualification preferred, with strong understanding of the financial services and the payments industry.</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: \_\_\_\_\_

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### Version Control

Document Owner	Strategy Directorate			
Version number	0.1			
Governance	Draft: STS	Review: STS	Approve: STS	Approval Date:
Review Frequency			Next review date:	

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Document reference	
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