

## Role Profile

<b>Position Title</b>	<b>Operational Risk Analyst</b>
<b>Position Code</b>	
<b>Directorate</b>	Risk
<b>Reports to (Position)</b>	Enterprise Risk Account Manager
<b>Role type</b>	<input type="checkbox"/> Permanent <input checked="" type="checkbox"/> Fixed Term <input type="checkbox"/> Secondment <input type="checkbox"/> Contract
<b>Contract Term (if applicable)</b>	
<b>Line management Responsibilities?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Grade</b>	
<b>Working hours</b>	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time         FTE:
<b>Location</b>	2 Thomas More Square, London E1W 1YN. Reasonable travel.
<b>Context of the role</b>	<p>The Risk Directorate is made up of the risk, cyber, compliance and business continuity teams. It provides consistent and accurate identification, evaluation, management and mitigation of risk to the payments ecosystem.</p> <p>The Directorate is responsible for the development and delivery of enterprise risk management strategy across all areas and stakeholders of Pay.UK including the approach to systemic risk management of the wider payments ecosystem, consistent with the wider engagement strategy.</p> <p>In addition, it is responsible for the Information Security strategy across all areas of Pay.UK including suppliers and the wider payments ecosystem.</p> <p>The Directorate ensures continuous development of risk capability across Pay.UK via the development and maintenance of the; Enterprise Risk Framework, Compliance framework, Operational Resilience framework and Information Security control framework.</p> <p>The Risk Team defines, implements, and proactively manages a central risk framework using the three lines of defence model, thereby ensuring that Pay.UK operates as an effective systemic risk account manager across the entire payments landscape (Pay.UK, providers, suppliers, participants etc.).</p>

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<b>Role Dimensions</b>	Permanent Workforce: circa 50 Contractor Workforce: circa 10
<b>Summary of Role</b>	<ul style="list-style-type: none"> <li>• Supports the Enterprise Risk Account Managers and the business to successfully engage in the risk management processes and build a mature risk capability and culture throughout Pay.UK.</li> <li>• Assists the implementation, promotion and maintenance of the Enterprise Risk Management Framework across all areas and stakeholders of Pay.UK to identify, assess, monitor and report on material change to the enterprise risk profile of Pay.UK.</li> <li>• Supports the Enterprise Risk Account Managers to provide risk second line support, oversight and challenge to the first line, working pro-actively with the business to continuously improve the risk processes and the risk management capability.</li> <li>• Supports the Operational teams in their identification, assessment and testing of operational risk controls</li> </ul>
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• Supports the Operations Account Manager with:             <ul style="list-style-type: none"> <li>○ Working closely with key members of the operational teams to support the continued development of the RCSA process</li> <li>○ Supporting the ops teams in the testing of their risk controls</li> <li>○ Supporting the Ops teams in validating controls and control indicators</li> <li>○ The identification, reviewing, assessing and reporting of risks to Pay.UK.</li> <li>○ The maintenance of Pay.UK risk registers, and associated documentation; prepares risk reports.</li> </ul> </li> <li>• Supports the Enterprise Risk Account Managers in the development and maintenance of a robust Enterprise Risk Management Framework across Pay.UK .             <ul style="list-style-type: none"> <li>○ Supports the overseeing of respective Directorates to ensure effective monitoring, review, reporting of controls and KRIs</li> <li>○ Assists the Enterprise Risk Account Managers in the continuous</li> </ul> </li> </ul>

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	<p>development of risk capability and the embedding of risk culture across Pay.UK through the development and delivery of timely guidance and training, as and when required.</p> <p>Additional Duties</p> <ul style="list-style-type: none"> <li>• As and when required.</li> </ul> <p>Other obligations:</p> <ul style="list-style-type: none"> <li>• Ensure compliance with all Pay.UK policies and procedures and complete required compliance training in a timely manner.</li> <li>• Comply with Pay.UK’s Data Protection Policy and all associated procedures and processes and communicate any data protection risks to the Data Protection team without delay.</li> <li>• Promote diversity and inclusion across Pay.UK to build a workforce that reflects the users we serve and provides equal opportunity for all colleagues.</li> </ul>
<b>Behaviours</b>	Aligned with Pay.UK Values
<b>Internal &amp; External Interactions</b>	<ul style="list-style-type: none"> <li>• Pay.UK Directorates</li> <li>• All other Internal Stakeholders</li> <li>• External stakeholders as relevant</li> </ul>
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• A qualification in risk management specifically operational risk in FS.</li> <li>• A working knowledge of the tools and techniques of Risk Management within the Banking and/or Payments Industry, preferably via directly working in a risk function or within the operational teams.</li> <li>• Practical experience of RCSAs including working within a framework (identification, assessment, monitoring and testing) within the Payments and/or Banking industry would be an advantage.</li> <li>• Experience of retail payment systems would be an advantage.</li> <li>• A broad understanding of the UK payments industry standards and regulations.</li> </ul>

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	<ul style="list-style-type: none"> <li>• General awareness and knowledge of law relating to the payments industry.</li> </ul>
<b>Core Skills and Competencies</b>	<ul style="list-style-type: none"> <li>• Good analytical skills, with sound problem-solving and decision-making abilities.</li> <li>• Sound interpersonal skills to interact across stakeholders paired with good written, communication, and presentation skills.</li> <li>• Excellent organisation and time management skills. An efficient multi-tasker with the ability to effectively manage competing priorities.</li> <li>• Strong attention to detail, with a sharp eye for accuracy.</li> </ul>

### Version Control

Document Owner	People Directorate			
Version number	2.0			
Governance	Draft:	Review:	Approve:	Approval Date:
Review Frequency			Next review date:	
Document reference				

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