

## Role Profile

Role Title	<b>Operations Officer</b>
Role (Job) ID	NPOPS21
Directorate	Operations
Reports to	Operations Manager
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. 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>

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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	<p>Responsible to the Operations Manager, for ensuring the integrity and reliability of robust and resilient operations and clearing and settlement operations for the FPS, Cheque &amp; Credit Clearing, Bacs service and Managed Services.</p> <p>This also includes ensuring that any incidents are managed with no delays and there are crisis/incident management processes in place.</p>		
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>Regulatory stakeholders, such as Bank of England and PSR as relevant for the provision of services and specifically around the management of incidents.</li> <li>Participants for the provision of services and specifically around the management of incidents.</li> <li>Various industry specific stakeholder groups and committees</li> <li>Payments Infrastructure Supplier VocaLink</li> <li>Finance Team</li> <li>Service Line Management</li> </ul>		

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	<ul style="list-style-type: none"> <li>• Communications</li> <li>• Standards &amp; Strategy</li> <li>• Regulatory Engagement &amp; Policy</li> <li>• Risk &amp; Compliance</li> <li>• People</li> </ul>
Accountabilities	<p>Principal Accountabilities</p> <ul style="list-style-type: none"> <li>• Supports the Operations Manager and Senior Operations Officer with regard to the running of core Operations and the 24/7 services as well as the management of incidents. Supports the Operations Manager and Senior Operations Officer in establishing a consistent approach, processes and capabilities to ensure a smooth and aligned operations activity across schemes and managed services, so that the service provision becomes a scheme wide operation. Monitors the live bridge services 24/7.</li> <li>• Supports the timely delivery of Participant and Scheme driven changes within the operations teams, including supporting change delivery in alignment with Pay.UK change framework and processes and in cooperation with the Change Team.</li> <li>• Is an effective point of expertise in supporting the Participants in day to day payments processing. This includes answering queries and supporting at times of incidents in respect of operations.</li> <li>• Maintains a detailed knowledge of the end-to-end payment process (BACS, Direct Debits, Direct Credits, FPS, PAYM, CASS, Cash ISA and Cheque &amp; Credit Clearing) and in-depth understanding of the clearing and settlement operations.</li> <li>• Detailed involvement in the End to End Monitoring and reporting on Participants' and suppliers' (clearing and settlement agents) performance against agreed contract terms and service levels.</li> <li>• Develops and maintains a detailed knowledge of the end-to-end Managed Services.</li> <li>• On a rota basis as part of the Operations, team is responsible for managing</li> </ul>

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	<p>any out of hour's incidents, issues and Debit Cap / NSC changes.</p> <ul style="list-style-type: none"> <li>• Participates in the Participant acceptance testing and implementation into live operations, of service enhancement/developments by the Infrastructure provider.</li> <li>• Supports the provision of information to the Bank of England under the Banking Act Section 204 information provision requirements.</li> <li>• Responsible for the daily operational duties as detailed in the relevant sections of the Procedures documentation.</li> <li>• Undertakes rotational duties covering the Operations Shift rota for both the daily duties and the 'out of hours' on call duties.</li> <li>• Maintains Participant-facing and internal Procedural Documentation.</li> <li>• On-going collation of data and production of performance monitoring reports.</li> <li>• Maintains support for the Participants of the Credit Payment Recovery process.</li> <li>• Maintenance and improvement of the Authorised Contacts system.</li> <li>• Monitoring and reporting on Participants' and suppliers' (clearing and settlement agents) performance against agreed contract terms and service levels.</li> <li>• Maintaining collaborative relationships with the operational departments of Payments Services members, Participants, infrastructure suppliers and the settlement agent.</li> </ul> <p>Testing:</p> <ul style="list-style-type: none"> <li>• Execute and / or track the tests stipulated in the Testing Strategy document</li> <li>• Identify new tests for VocaLink to carry out in support of the overall resilience of the Payments services.</li> <li>• Identify new tests for Participants to carry out in support of the overall resilience of the Payments services.</li> </ul>
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	<ul style="list-style-type: none"><li>• Be responsible for post test results checking, including analysis of technical output data, to determine the success and effectiveness of each test, and to identify improvements for future similar tests.</li><li>• Identify and raise any new risks to the payments services through test execution and technical knowledge gained</li><li>• Be aware of the requirements of IOSCO and how testing can contribute to continued compliance.</li><li>• Learn and understand the high level technical components of the Payments services to identify gaps in the testing regime and identify new testing opportunities.</li><li>• Work across all Payment Schemes to identify joint testing or common approaches for certain tests involving Participants and/or Suppliers.</li></ul> <p>CHEQUE PRINTER ACCREDITATION SCHEME (CPAS)</p> <ul style="list-style-type: none"><li>• To control and maintain the website relating to the scheme, liaising with other Pay.UK directorates and teams as relevant.</li><li>• To investigate and respond to queries arising from the CPAS and BGC Helpdesk.</li><li>• To manage Monthly Fault Reporting including inputting the figures received from the Banks, scanning and saving the daily reprint requests sent by the processors, to support the figures that have been input. Emailing each individual printer's monthly performance total including the industry monthly figure and contacting the printers with any issues found.</li><li>• To manage the admission of new printers to the Scheme, including credit references for each printer.</li><li>• To manage the exit of printers and escalation to the CPAS review Group as appropriate.</li><li>• To lead the production of ChequeMate and manage its distribution.</li><li>• To arrange and lead the CPAS Review Group Meetings.</li></ul>
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	<p>Settlement</p> <ul style="list-style-type: none"> <li>• To monitor the daily reconciliation process and ensure timely settlement authorisations by the Participants.</li> <li>• To monitor the progress of each settlement to completion stage at the Bank of England within the agreed settlement timescales.</li> <li>• To provide support to Participants experiencing system difficulties and endeavour to resolve the problem within the tight timescales.</li> <li>• To provide and maintain the settlement procedures for the Participants and Operations.</li> <li>• To provide and maintain the Manual Settlement Procedures, including the manual forms to the Participants and Operations to enable settlement to proceed efficiently in contingency situation.</li> </ul> <p>Additional Duties</p> <ul style="list-style-type: none"> <li>• Any other duties as may be required from time to time.</li> </ul> <p>Other Obligations</p> <ul style="list-style-type: none"> <li>• Data Protection <ul style="list-style-type: none"> <li>○ Comply and / or ensure compliance with the Pay.UK Data Protection policy, processes and all relevant legislation.</li> <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> </li> </ul>
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> <li>• Proven experience in assisting with the running of complex and aligned payments operations in a heavily regulated environment according to or</li> </ul>

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	<p>exceeding the expectations of regulatory stakeholders.</p> <ul style="list-style-type: none"> <li>• Be able to identify potential risks and make recommendations at a practical level based upon the environment</li> <li>• Effectively monitor and mitigate risks at a process level</li> <li>• Experience of working with different departments and organisations whilst ensuring adherence to relevant data protection and privacy rules</li> <li>• Results orientated with evidence of undertaking process improvement activities</li> <li>• Strong communication skills (email, documents, and verbal)</li> </ul>
Specific Skills	<ul style="list-style-type: none"> <li>• Excellent organisational, management, and problem solving skills with strong bias for action.</li> <li>• Pragmatic and flexible attitude in order to adopt new approaches and techniques, both personally and for the team.</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> <li>• Good analytical skills, with sound problem-solving and decision making abilities.</li> <li>• From a Technical and Business background</li> <li>• A detailed understanding and experience in day to day Payments processing, and the ability to practically apply this knowledge in the support of Payments and Pay.UK Participants is highly advantageous</li> <li>• Experience of incident management</li> <li>• Experience of being in a customer facing role</li> </ul>
Qualifications and Training	<ul style="list-style-type: none"> <li>• Operations 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: \_\_\_\_\_

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### Version Control

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

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