

Role Profile

Role Title	Participants Assurance Manager
Role (Job) ID	NPOPS12
Directorate	Operations
Reports to	Head of On-Boarding and Assurance
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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Level	17
Location	2 Thomas More Square, London EC1V. Office based although may be required to travel occasionally within the UK and Europe.
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. 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.</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 Assurance Framework.</p>	
Summary of Role	<p>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.</p> <p>Supporting the Head of On-Boarding and Assurance, the role will lead and develop the Assurance team.</p>	
Commitment and time period	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time	100 FTE (%)
Internal & External Interactions	<p>Time period:-</p> <ul style="list-style-type: none"> • Participants • Suppliers • Operations • On-Boarding • Regulatory Engagement • Policy • Standards & Strategy 	

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	<ul style="list-style-type: none"> • Risk • Other internal and external stakeholders as relevant
Accountabilities	<p>Principal Accountabilities</p> <ul style="list-style-type: none"> • Lead the development and implementation of an aligned Participant Assurance Framework across Pay.UK including methodologies and procedures. Continually develop and enhance the framework so that it remains fit for purpose. • Lead the development and implementation of an aligned Key Supplier Assurance Framework across Pay.UK including methodologies and procedures. Continually develop and enhance the framework so that it remains fit for purpose. • Lead and directly manage the Assurance Team including recruitment and performance management of the in-house team, and/or performance and contract management of the outsourced team. • Responsible for planning and delivery of Participant and Supplier assurance activities, planned or unplanned, prioritising as necessary throughout the year in order to meet key deliverables and resourcing accordingly. Activities include: <ul style="list-style-type: none"> ○ New Participant Entry assurance activities, working closely with the On-Boarding team. ○ Monitoring Participant changes such as major changes and negative performance, working with the operations and technical teams, and re-evaluating the requirement for assurance activity. ○ Monitoring Participant Weighted (RAG) Risk Profiles, determining the frequency of Participant assurance based on their RAG status. ○ Monitoring concentration risk relating to participants and suppliers. ○ Other assurance activities as required including contribution to project and post incident reviews, and adviser at Participant Enhancement Reviews. • Respond to requests for assurance information from internal and external

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	<p>stakeholders including regulatory bodies.</p> <ul style="list-style-type: none">• Responsible for regular reporting of progress on key deliverables to stakeholders including senior management and committees.• Provide timely input to reviews of Codes of Conduct and other scheme documentation which constitutes the Participant Assurance Framework.• Engagement of stakeholders of all levels through to Senior Directors from Participants' operational, technical and audit areas. Provide subject matter expertise at relevant internal and external stakeholder meetings such as audit, risk, security and participant/supplier performance management.• Deputise where necessary for the Head of On-Boarding and Assurance, including preparation of progress reports, and representation at senior management and committee meetings. <p>Other Duties</p> <ul style="list-style-type: none">• Risk Management<ul style="list-style-type: none">○ Effectively monitor and mitigate risks at a process level.○ Escalate systemic or major non-compliance breaches to the Head of On-Boarding and Assurance, senior management and committee as required.○ Work with the Risk Directorate to ensure that relevant risks in the appropriate Risk Registers consider any changes to Participant Weighted Risk Profiles. <p>Other Obligations</p> <ul style="list-style-type: none">• Data Protection<ul style="list-style-type: none">○ Ensure that policies and procedures are followed and monitor that colleagues in Departments he/she partners with receive appropriate training.○ Comply and / or ensure compliance with Pay.UK Data Protection policy, processes and all relevant legislation. This includes maintaining team
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	<p>specific retention schedules, records of data processing and ensuring that any data protection risks are identified, communicated and mitigating actions put in place.</p> <ul style="list-style-type: none"> ○ Maintain effective communication on data protection compliance with the CPO and DPO as appropriate. ○ Identify section specific data protection risks, and mitigating actions, communicating these to the CPO and DPO without delay. ○ When aware, communicate, in confidence, to the CPO and / DPO, data protection risks likely to impact the organisation as a whole.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> ● Have considerable breadth of knowledge of business practice and risks, IT system and controls, and physical systems and controls. ● Experience in identifying operational/technology weaknesses and advising on strong process controls, assisting management in understanding their risk exposures.
<p>Specific Skills</p>	<ul style="list-style-type: none"> ● 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. ● Experienced in managing a team and developing staff. ● 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.
<p>Qualifications and Training</p>	<ul style="list-style-type: none"> ● Demonstrable experience and skills conducive with a background in Internal Audit, Risk and Assurance and control which would translate smoothly into this role. ● Expertise obtained through a relevant Audit qualification such as the

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	CMIIA, CISA or similar.
Competencies	<ul style="list-style-type: none"> In alignment with Pay.UK competency framework.

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	1.8			
Governance	Draft:	Review:	Approve: COO	Approval Date:
Review Frequency			Next review date:	
Document reference				

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