

## Role Profile

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| Role Title                             | <b>Senior Commercial Manager</b>  |
| Directorate                            | Operations (Procurement)  |
| Reports to                             | Head of Procurement   |
| 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                                  | 19  |
| Location                               | 2 Thomas More Square, London with reasonable travel   |
| About Pay.UK                           | <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 2019, the UK’s retail payment systems processed 9.2 billion transactions with a combined value of £7.4 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>About the Directorate</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 on-boarding and assurance framework.</p>   |                       |
| <p>Summary of role</p>                      | <p>The position of Senior Commercial Manager within the Procurement Team is to maximise value from strategic supplier contracts and relationships; working closely with suppliers managing all commercial contract aspects to access latest innovations, challenge unnecessary business demands, manage contract obligations, reclaim service credits and rebates and track and measure benefits secured from each supplier.</p> <p>As such the Senior Commercial Manager must display sophisticated influencing and commercial skills and an in depth knowledge of the requirements of the multiple Functional areas within the area of responsibility to enable complex problems to be addressed and solutions agreed at a Senior level.</p> <p>The Senior Commercial Manager has a critical role in managing supplier risk and ensuring Pay.UK Participants receive excellent service through consistent supplier outcomes</p> |                       |
| <p>Commitment and time period</p>           | <p><input checked="" type="checkbox"/> Full time      <input type="checkbox"/> Part time</p>  | <p>75-100 FTE (%)</p> |
| <p>Internal &amp; External Interactions</p> | <p>Time period: -</p> <ul style="list-style-type: none"> <li>• Strategic supplier client relationship and product teams</li> <li>• Pay.UK Chief Operating Officer and Head of Procurement</li> <li>• Pay.UK Head of Operations and Head of Service Lines</li> </ul>   |                       |

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| <p>Accountabilities</p> | <p><u>Commercial Function Development</u></p> <ul style="list-style-type: none"> <li>• Support development and implementation of Pay.UK’s Third Party Management Framework</li> <li>• Enhance existing operational supplier management structures, introducing commercial expertise and rigour</li> </ul> <p><u>Strategy development</u></p> <ul style="list-style-type: none"> <li>• The development of long term value adding supplier and relationship strategies for critical suppliers that are aligned to business and category and supply chain strategies. Contribute to the development and deliver the Pay.UK commercial strategy</li> <li>• To work with Pay.UK Head of Procurement and Pay.UK executives to translate commercial and functional objectives in to an achievable supplier management strategy</li> </ul> <p><u>Strategy Implementation</u></p> <ul style="list-style-type: none"> <li>• Develop annual plans in liaison with Pay.UK Head of Procurement and Pay.UK executives, leading the commercial management of key suppliers</li> <li>• Adhere to Pay.UK minimum standards for contract management</li> </ul> <p><u>Supplier Governance &amp; Performance</u></p> <ul style="list-style-type: none"> <li>• Play leading role in supporting Pay.UK to exit existing strategic services and manage the subsequent complex migration to new infrastructure</li> <li>• Lead on complex supplier contract, operational and strategic reviews and negotiations, putting in place effective improvement action plans to address performance issues and internal controls as appropriate</li> <li>• To identify emerging risks and issues in relation to adequacy and effectiveness of existing controls relating to procurement business processes and technology</li> <li>• To ensure that risks identified are actioned, addressed to a satisfactory level and closed in relevant databases and reporting</li> <li>• To attend all relevant supplier governance forums</li> </ul> <p><u>Supplier value management</u></p> <ul style="list-style-type: none"> <li>• Lead on commercial management and projects (e.g. continuous improvement, innovation led initiatives, supply chain collaboration, etc.), bringing innovation from the market and supply base, delivering on-going and increasing benefit to Pay.UK through the effective engagement of suppliers and delivery of service, obligations and initiatives that drive new customer propositions, cost reduction and service improvement</li> </ul> |
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|                                 | <p><u>Stakeholder Management</u></p> <ul style="list-style-type: none"> <li>• To engage with Pay.UK business stakeholders and to develop stakeholder networks and management approaches across business to ensure all supplier requirements are captured fed through to appropriate forum</li> <li>• To work closely with the business to develop supplier contingency and exit plans for critical suppliers and understand the businesses requirements from stakeholders and suppliers that allow them to effectively meet their responsibilities</li> <li>• To work with Procurement Managers to deliver effective sourcing processes</li> </ul> <p><u>Business Requirements –</u></p> <ul style="list-style-type: none"> <li>• Understand complex requirements and contract structures. Seek advice from technical / functions as appropriate</li> <li>• Provide issue resolution and mitigation solutions where business users are experiencing supplier performance problems that do not meet contractual targets</li> </ul> <p><u>People Management</u></p> <ul style="list-style-type: none"> <li>• To manage sourcing and/or vendor managers as required, with responsibility for their objectives, performance and career development.</li> <li>• Develop coaching relationships at all levels to support the development of colleagues and increase the effectiveness of the function</li> </ul> <p><u>Reporting</u></p> <ul style="list-style-type: none"> <li>• Report on supplier 360 degree performance including SLA's / KPI's, obligations as well as reporting supplier issues, risks and improvement opportunities and contract spend vs budget</li> </ul> <p><u>Risk and Change Management</u></p> <ul style="list-style-type: none"> <li>• Manage risk and compliance through effective project, contract, demand and supplier performance management and oversee any contractual change management requirements</li> <li>• Ensure consistent approaches to change across contract and functional areas</li> </ul> |
| <p>Knowledge and Experience</p> | <ul style="list-style-type: none"> <li>• Knowledge of the financial services and technology industries and related supply chains, including commercial and contract</li> </ul>   |

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|                             | <p>administration processes</p> <ul style="list-style-type: none"> <li>• Experience of working client side with large IT outsourcing providers</li> <li>• Knowledge of ITO contracts</li> <li>• Good leadership skills</li> <li>• Highly numerate</li> <li>• Strong reporting experience</li> <li>• Able to effectively communicate at all levels, both internally and externally</li> <li>• Effective and proven negotiation skills with ability to influence decision making</li> <li>• Proven ability to manage and drive successful business change programmes</li> <li>• Computer literate including ability to utilise in-house and external software</li> </ul> |
| Qualifications and Training | <ul style="list-style-type: none"> <li>• MCIPS</li> </ul>  |
| Competencies                | <ul style="list-style-type: none"> <li>• In alignment with Pay.UK competency framework.</li> </ul>   |

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### Version Control

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|------------------|--------------|-------------------|----------|----------------|
| Document Owner   | Iain McQueen |                   |          |                |
| Version number   | 0.1          |                   |          |                |
| Governance       | Draft:       | Review:           | Approve: | Approval Date: |
| Review Frequency |              | Next review date: |          |                |

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