

## Role Profile

Role Title	<b>Service Line Manager</b>
Role (Job) ID	NPOPS05
Directorate	Operations
Reports to	Service Line Senior 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Level	17
Location	2 Thomas More Square, London with 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>The Service Line Manager ensures there is a single point of coordination for all stakeholders and plays a key role in ensuring the matrix model efficiently works across the core operations within the Operations Directorate; and acts as a liaison for regulators, and participants in respect of all scheme related issues.</p> <p>The Service Line Manager supports the Head of Service Lines and Service Line Senior Manager in ownership for scheme specific deliverables and oversees the running of the payment and managed services as a business.</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</li> <li>• Participants</li> <li>• Various industry specific stakeholder groups and committees</li> <li>• Within the Operations Directorate</li> <li>• Standards &amp; Strategy</li> <li>• Regulatory Engagement &amp; Policy</li> <li>• Risk</li> </ul>		

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	<ul style="list-style-type: none"> <li>• General Counsel</li> <li>• Communications</li> <li>• People</li> </ul>
Accountabilities	<p>Principal Accountabilities</p> <ul style="list-style-type: none"> <li>• As and when relevant acts as a regulatory liaison for a given service line specific issues raised by the Bank of England and the PSR, while ensuring alignment with the Regulatory Engagement &amp; Policy Directorate.</li> <li>• Implements a consistent approach, processes and capabilities to ensure a single point of coordination for all stakeholders.</li> <li>• Contributes to the successful operation of the matrix model across the core operations. Supports and enables the matrix model with a clear end-to-end view of the various activities, processes, suppliers, providers and participants involved in delivery of a given service, such that impact assessment, measurement and issue resolution focus on the desired outcome rather than individual process steps.</li> <li>• Acts as the stakeholder advocate on operational and service management matters within the organisation for a given service line.</li> <li>• Oversees the running of a specific service line from a service provision perspective, including first line risk, organisational and people matters.</li> <li>• Defines and oversees the introduction of required measures to ensure the smooth running of a given service line with minimum disruption during transitional periods in collaboration with the Head of Service Lines, Service Line Senior Manager and the Head of Operations.</li> <li>• Oversees key change projects for the given service line.</li> <li>• Ensures that the given service line specific deliverables are defined and takes ownership for all service line specific deliverables including as commissioned by the regulators.</li> </ul>

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	<ul style="list-style-type: none"><li>• Works together with the Head of Service Lines, Service Line Senior Manager and Standards &amp; Strategy Directorate in identifying innovative ways of delivering new services.</li><li>• Ensures the required professional capabilities are represented in the given Service Line team and manages the given Service Line Team performance.</li><li>• Implements and manages Service Level Agreements (SLAs) to ensure service level targets are achieved and customer expectations are met.</li><li>• Documents service performance data against agreed SLAs for a given service line.</li><li>• Builds and maintains strong customer relationships within Pay.UK business, engaging customers where necessary for implementations, liaising during incidents, and acting as an escalation point for issues.</li><li>• Holds service review meetings and operational level agreement reviews focussed on continuous improvement, implementing service improvement plans where appropriate.</li><li>• Works closely with a wide variety of partners and manage relationships including third party suppliers and business stakeholders.</li><li>• Ensures the successful daily Supplier Management including monitoring of KPI's and adherence to SLA's as well as Assurance.</li><li>• Manages and maintains Scheme level rules and standards, e.g. direct debits (Bacs), on an ongoing basis, including agreement and publication of the changes.</li><li>• Liaises with the Standards and Strategy Directorate (Standards Authority) when managing Scheme rules and standards updates, to ensure the amendments are achieved effectively, and in accordance with Pay.UK standards.</li></ul> <p>Participant Performance Management</p> <ul style="list-style-type: none"><li>• Undertakes Participant performance reviews, holding Participants to account for their performance, and where appropriate, monitors actions taken by them to improve.</li></ul>
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	<ul style="list-style-type: none"> <li>• Monitors Participant payment redirection performance and takes action as appropriate.</li> <li>• Reviews reports of participant performance and ensures potential risks are identified and a corresponding risk management method is taken on board in alignment with Pay.UK risk framework.</li> <li>• Ensures the production of monthly Performance Dashboards.</li> <li>• Liaises with Head of Operations regarding the content and timing of information on Participant performance for the given Service Line Committee meetings.</li> <li>• Manages activities relating to Credit Payment Recovery, including:             <ul style="list-style-type: none"> <li>○ Liaises with Participants to ensure any late CPRMI from Participants is tracked and submitted.</li> <li>○ Analyses and understands Participant metrics in relation to Credit Payment Recovery.</li> <li>○ Maintains support for the Participants of the Credit Payment Recovery process.</li> </ul> </li> </ul> <p>Industry Services – Design &amp; Delivery</p> <ul style="list-style-type: none"> <li>• Supervises administrative staff undertaking industry services operational duties</li> <li>• Undertakes onboarding activities and query management for several services</li> <li>• Carries out operational duties as detailed in the relevant sections of the operational service guides and procedures including SEPAIO operational support and Code of Conduct administration</li> <li>• Maintains participant facing and internal procedural documentation</li> <li>• Holds regular participant group meetings to update them on performance and operation of service</li> <li>• Manages content of relevant areas of the Pay.UK and Access to Payments websites</li> </ul>
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	<ul style="list-style-type: none"> <li>• Ongoing collation of data and production of performance reports</li> <li>• Manages relationship with Payment Systems Regulator in relation to the Code of Conduct for Indirect Access Providers</li> <li>• Manages or supports specific projects within the Operations Directorate portfolio</li> </ul> <p>Other Obligations</p> <ul style="list-style-type: none"> <li>• Data Protection <ul style="list-style-type: none"> <li>○ Ensure that policies and procedures are followed and monitor that colleagues in Departments he/she partners with receive appropriate training.</li> <li>○ Comply and / or ensure 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>○ Maintain effective communication on data protection compliance with the CPO and DPO as appropriate.</li> <li>○ Identify section specific 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>• Highly regarded as a stakeholder manager in the retail payments industry in particular.</li> <li>• Proven expertise and experience in ensuring complex services in a heavily regulated environment are delivered according to or exceeding the expectations of regulatory stakeholders.</li> <li>• Proven experience in ensuring payments services are delivered with a focussed business mind-set, and experience in aligning various technical teams to deliver in accordance with a common agreed framework.</li> </ul>

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Specific Skills	<ul style="list-style-type: none"> <li>• Excellent stakeholder skills both with regulatory and participant stakeholders, with the ability to quickly understand stakeholder needs and define and ensure the implementation of corresponding actions.</li> <li>• Ability to anticipate and identify potential risks, limitations as well as opportunities related to the operations activities.</li> <li>• Solution-oriented with bias for action and a pragmatic attitude in order to work with peers and make the matrix structure effective.</li> <li>• Technical and business background</li> </ul>
Qualifications and Training	<ul style="list-style-type: none"> <li>• Operations experience gained in the Financial Services.</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: \_\_\_\_\_



**Version Control**

Document Owner	Operations Directorate			
Version number	2.0			
Governance	Draft: OD BA	Review: ODL/OPS	Approve: COO	Approval Date:
Review Frequency			Next review date:	
Document				

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