

**UK Payments Administration Limited****Job Description**

<b>Job Title:</b>	European Consultant
<b>Division/Company:</b>	Strategy, European Unit
<b>Reporting To:</b>	Head of European Developments
<b>Salary Band:</b>	D

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**European Unit**

The European Unit is responsible for co-ordinating strategic and tactical responses to changes emanating within the European payments landscape. Key activities include:

- Managing information flows between the European Payments Council (EPC), the EU SEPA Council and other relevant EU bodies; the UK payments industry; and regulatory authorities;
- Ensuring that Payments Council Members' views are represented at European level;
- Co-ordinating the briefing of the UK's representatives;
- Facilitating the implementation of the Single Euro Payments Area (SEPA) within the UK.
- Providing secretariat services to UK EPC Group (and any related sub groups) and the MSG e-Invoicing Group.

**Purpose of Job:**

To analyse payment related EU developments from a UK strategic and planning perspective, co-ordinating and managing information flows and issues in liaison with key payment industry stakeholders. To provide Committee Secretariat support for Payments Council sub groups as required including UK EPC Group and the MSG e-Invoicing Group.

**Main Activities and Responsibilities:**

- 1. Inform, advise and brief Members on the development and implementation of European policy, in particular in relation to the Single Euro Payments Area (SEPA)**
  - Identify issues, risks and opportunities associated with the development of SEPA; facilitate agreement of the industry's stance at the EPC and other relevant EU bodies and brief the UK's representatives accordingly.
  - Brief UK participants involved in European decision-making bodies and consultations.
  - Act as co-Committee Secretary to UK EPC Group and its sub-groups and manage associated activities
  - Provide support for the National Adherence Support Organisation (NASO) role as required, which includes reviewing SEPA Scheme adherence applications from both Member and non-Member payment service providers.

- 2. Strategic analysis pertaining to the development and maintenance of the UK's European / global payments strategy**
  - Undertake policy development and research tasks to a high professional standard, working with UK Payments staff, Members and third parties to deliver clear and useful output, whether verbally, or in writing.
  - Prepare discussion papers, written reports and presentations highlighting key issues and options to enable Members to debate the way forward.
  - Prepare responses to consultation papers
  - Maintain a broad payments expertise, with an understanding of relevant developments in commercial, technical, political, regulatory and competitive arenas, liaising with a wide range of relevant contacts
  
- 3. Manage projects, initiatives and communications relating to European payment developments and the alignment of UK payment systems with European developments and regulatory requirements**
  - Monitor and co-ordinate industry level activities to implement EPC resolutions or facilitate alignment of UK payment systems.
  
- 4. Deliver information and expert advice on European and global developments to Payments Council Members and other key stakeholders**
  - Manage and co-ordinate the distribution of information and analysis of European developments to Members and other key stakeholders
  - Design, develop and maintain information sources for Members
  - Liaise with Payments Council Members and other key stakeholders to assist in their SEPA preparations
  
- 5. Other duties**
  - Provide Secretariat services to Payments Council sub groups as required including the MSG e-Invoicing Group, arranging meetings, preparing agendas in conjunction with the Chairman and writing minutes.
  - Deputise for the Head of European Developments as required
  - Undertake any other duties as may be required

**Scope:**

- Member of the Strategy team, reporting directly to the Head of European Developments;
- Internal Contacts – a wide range of UK Payments staff, particularly within the following Units, Divisions and Companies:
  - Standards
  - Legal
  - Policy
  - The UK Cards Association
  - Cash
  - Bacs
- External Contacts – Payments Council Members and other financial institutions, the European Payments Council, EU SEPA Council, European Central Bank, European

Banking Federation, regulatory bodies (e.g. HM Treasury and the European Commission), customer representative bodies (e.g. ACT) and other payment industry bodies (e.g. BBA).

- London based but may be required to travel on occasion, usually on a local basis but may include trips to continental Europe.

Core Competency	Job Level
<p><b>Teamwork</b></p> <p><b>Collaborates</b> Seeks out and uses ideas, opinions and insights from other team members. Communicates fully and openly and is willing to share information and ideas.</p> <p><b>Gains trust</b> and confidence of team members.</p> <p><b>Builds Relationships</b> Develops cooperative relationships with key contacts within UK Payments and - where relevant - amongst customers.</p> <p><b>Encourages others</b> within the team to work together and contribute to team decisions and plans.</p>	C
<p><b>Interpersonal and Communication</b></p> <p><b>Presentation Skills</b> Has good verbal communication and presentation skills, adjusting communication style to different audiences.</p> <p><b>Written Communication</b> Has good written communication skills, and can prepare written work for different audiences.</p> <p><b>Diplomacy</b> Displays diplomacy in a variety of situations. Demonstrates sensitivity.</p> <p><b>Manages Conflict</b> Manages conflict or differences in opinion effectively by seeking to understand the point of view of others.</p> <p><b>Handles Conflict</b> Handles differences in opinion or viewpoints without reacting aggressively.</p>	C
<p><b>Solution-Focussed</b></p> <p><b>Problem Solving</b> Identifies problems and generates solutions. Presents balanced views and draws reasoned conclusions. Is skilled at information gathering. Weighs alternatives and understands the implications of a decision.</p> <p><b>Creative Thinking</b></p>	C

Core Competency	Job Level
<p>Demonstrates creative thinking and innovation to find practical solutions to problems. Comes forward with new ideas of potential solutions without prompting.</p> <p><b>Logical Thinking</b> Puts forward detailed logical arguments in support of recommendations.</p> <p><b>Customer/Stakeholder Service</b> Seeks to identify customer/Stakeholder needs accurately and follow up on them to ensure they have been met.</p>	
<p><b>Prioritisation and Time Management</b></p> <p><b>Manages Work</b> Determines requirements by breaking work down into tasks and identifying types of equipment, materials and people needed. Prioritises work to handle competing demands. Tracks and completes goals in an accurate and timely manner.</p> <p><b>Accountability</b> Takes accountability for own and others work and time to ensure work is completed to a high standard.</p> <p><b>Co-ordinates Resources</b> Utilises and co-ordinates resources to complete work efficiently.</p>	C
<p><b>Creativity and Flexibility</b></p> <p><b>Promotes Change</b> positively to team members and advocates difficult situations as opportunities for learning. Speaks positively about advantages of change to others and the need for flexibility.</p> <p><b>Advocates New Approaches</b> Encourages in others the need to modify behaviour to deal effectively with changes in the environment. Encourages others to try new approaches to complete work.</p> <p><b>Develops Initiative</b> Takes advantage of opportunities to learn and uses feedback to improve performance. Learns by their own experiences and the experiences of colleagues, and encourages others to do the same.</p>	C
<p><b>Motivation</b></p> <p><b>Committed to continual learning</b> to keep in line with the business as the environment changes.</p> <p><b>Works above and beyond</b> Shows commitment to UK Payments by exceeding internal &amp; external customer needs and delivering a quality service. Is willing to go beyond the boundaries of</p>	C

Core Competency	Job Level
<p>the role if necessary.</p> <p><b>Adaptability</b> Responds positively and co-operatively to change challenges and conflicting demands.</p> <p><b>Persistence</b> Persists in seeking goals despite obstacles and setbacks. Is self-motivated, and motivates others to complete the job at hand.</p>	
<p><b>Professionalism</b></p> <p><b>Encourages Others</b> Encourages others to seek out opportunities for improvement. "How can we improve?"</p> <p><b>Quality Standards</b> Sets up qualitative measures and targets to track, monitor and improve the quality of work outputs. Promotes risk awareness. Sets and achieves quality standards</p> <p><b>Goes Above and Beyond</b> Takes action that goes beyond job requirements in order to achieve a focus on continuous improvement.</p> <p><b>Builds Customer Relationships</b> Always acts with the customer in mind by delivering quality customer service and developing service to meet customer needs.</p>	C
Job Specific Competencies	Job Level
<p><b>Committee Secretariat</b></p> <p><b>Agenda, Papers and Minutes</b> Organise conference and meeting requirements; Collate and distribute meeting papers and agendas preferably using Livelink; Obtain and collate responses to issues; Prepare action lists and status reports under direction; Prioritise time, especially when preparing papers; Retain minutes of all meetings for historical record preferably via Livelink and backed up on CD; Internal review of agendas and minutes prior to sending to Chairman for approval</p> <p><b>Compliance</b> Display knowledge of house style; Ensure awareness of Competition Act/Disability Discrimination Act; Ensure awareness of and adherence to service level agreements; Ensure terms of reference are complied with.</p>	B
<p><b>Payment Industry Knowledge and Expertise</b></p> <p><b>Law Relating to Payments Industry</b></p>	B

Job Specific Competencies	Job Level
<p>General awareness and working knowledge of law relating to the payments industry</p> <p><b>Meetings</b> Attend, represent and contribute effectively to meetings</p> <p><b>External Environment</b> Display some knowledge and understanding of relevant external environment</p> <p><b>Technical and Operational Advice/Guidance</b> Provide first point of reference for stakeholders</p> <p><b>Rules, Procedures, Standards and Guidelines</b> Co-ordinate the development of rules, procedures, standards and guidelines</p> <p><b>Evaluation of Management Information and Statistics</b> Implement the recommendations Analyse and draw conclusions from the available management information</p> <p><b>Strategy</b> Identify and address issues arising from the implementation of a new strategy</p> <p><b>Understand Stakeholders* Relationship with the Payments Industry</b> Demonstrate some knowledge and understanding of relevant stakeholder relationships</p> <p><b>Stakeholder Education and Awareness</b> Implement the agreed strategy</p>	
<p><b>Business Analysis and Consultancy</b></p> <p><b>Qualitative Analysis</b></p> <ul style="list-style-type: none"> <li>• Facilitate discussions and workshops</li> <li>• Promote debate</li> <li>• Understand the main qualitative techniques their applications and be able to apply them to specific business problems</li> <li>• Interview on a one to one basis - exploring context, issues, probing and thinking on your feet</li> <li>• Pull out key messages and provide feedback</li> <li>• Distinguish important and less important issues</li> <li>• Formulate conclusions and recommendations to drive debate</li> <li>• Act as a source of information for both internal and external members requiring information</li> </ul> <p><b>Knowledge Management</b></p> <ul style="list-style-type: none"> <li>• Formulate knowledge requirements in specific business areas</li> <li>• Ensure appropriate distribution channels for knowledge</li> <li>• Provide knowledge and an awareness of knowledge sources</li> </ul>	B

Job Specific Competencies	Job Level
<p><b>Project Formulation</b></p> <ul style="list-style-type: none"> <li>• Identify a task/project requiring attention and undertake research into the project/problem using expertise in the area</li> <li>• Structure project plans (time scales, budgets, and tasks)</li> <li>• Achieve buy-in to proposals</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Present to UK Payments committees/individual members and other stakeholders</li> <li>• Answer complex questions</li> <li>• Tailor messages for different audiences</li> <li>• Structure presentations</li> <li>• Provide analysis and comment</li> <li>• Introduce and summarise reports – drawing out the main points</li> <li>• Make recommendations</li> <li>• Chair working groups</li> <li>• Develop business relationships</li> </ul>	
<p><b>Policy, Regulatory &amp; Lobbying</b></p> <ul style="list-style-type: none"> <li>• Represent the Industry</li> <li>• Represent industry view to external audiences</li> <li>• Co-ordinate and identify issues across the industry</li> <li>• Maintain commercial/industry awareness</li> </ul> <p><b>Meetings and Events</b></p> <ul style="list-style-type: none"> <li>• Organise events and receptions with external stakeholders</li> <li>• Facilitate meetings with external stakeholders</li> <li>• Deputise at industry level meetings</li> <li>• Liaise and consult with internal stakeholders and members</li> </ul> <p><b>Lobbying Campaigns</b></p> <ul style="list-style-type: none"> <li>• Project manage lobbying campaigns</li> </ul> <p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Produce publications</li> <li>• Write and circulate on regulatory development register</li> <li>• Obtain professional advice</li> </ul>	B
<p><b>Information Technology Expertise</b></p> <p><b>Livelihood</b></p> <ul style="list-style-type: none"> <li>• Adding items/documents and understanding permissions</li> <li>• Undertake housekeeping and managing contacts, committees and user groups</li> <li>• Livelihood explorer, manage multiple items and integrate with third party applications</li> </ul>	B

Job Specific Competencies	Job Level
<p><b>UK Payments Contacts Database</b></p> <ul style="list-style-type: none"> <li>• Create contacts and companies</li> <li>• Manage secretary aides</li> </ul> <p><b>Core Microsoft Applications</b></p> <ul style="list-style-type: none"> <li>• Medium knowledge – capable user</li> <li>• Word – edit, format and maintain basic documents</li> <li>• Excel – create, edit and maintain basic spreadsheets. Including using formulae, charts and graphs</li> <li>• PowerPoint – design, import, knowledge of printing, document setup and an understanding of master slides</li> </ul> <p><b>Groupwise</b></p> <ul style="list-style-type: none"> <li>• Filters, categories, shared folders, proxy, re-occurring appointments, retracting appointments, multi-user tabs, HTML emails</li> </ul> <p><b>Personal Computer Use</b></p> <ul style="list-style-type: none"> <li>• Use shortcuts</li> <li>• PC Properties</li> <li>• Printing options</li> </ul>	
<b>Specialist Competencies</b>	
Able to demonstrate ability to think strategically and analytically	-
Graduate or equivalent qualification	-
Experience of the payments industry both domestically and at European level is desirable	-
Experience of working in a multi-stakeholder environment (such as a trade association) desirable	-