



Appointment brief

Appointment of EUAC (End User Advisory Council) Members

June 2024

Reference: QACH

An Introduction

Pay.UK plays a critical role in supporting the UK economy. We run the UK's retail interbank payment systems, namely Bacs, Faster Payments, and the Image Clearing System. Collectively, these systems process billions of payments every year including salaries and pensions, standing orders, and direct debits. We also deliver a variety of services relating to payments, such as the Current Account Switch Service and Confirmation of Payee.

At the same time, we are working to modernise the UK's national payments infrastructure. We are also delivering important initiatives to tackle payments fraud and are working with the industry to deliver Authorised Push Payment Reimbursement solutions and expanding Confirmation of Payee to a very wide pool of payment systems providers.

Our purpose is to power payments, champion innovation and give the UK choice in how it pays. Our vision is to be the smartest way to move money, now and in the future.

For more information about Pay.UK please go to <https://www.wearepay.uk/who-we-are/>



The Role

Pay.UK is now looking to appoint up to 3-4 new members to its End User Advisory Council (EUAC).

The EUAC advises our Board to ensure the needs of end users are correctly understood and addressed in the decisions we make. The EUAC works on behalf of end users in the UK, ensuring that we are true to our responsibilities, and keep the needs of all those who use and rely on our vital payment systems front and centre in our decision making.

Members are appointed to be independent. They are expected to bring an understanding of the interests of at least one segment of end-users.

End-user segments include: consumers, private and not-for-profit users, small and medium-sized enterprises (SMEs), large corporates, and the Government Banking Service.

Core Responsibilities

As a member, you will have a responsibility to help EUAC fulfil its responsibilities and in particular to:

- Bring an end user focus, utilising your expertise and understanding of end user interests;
- Constructively challenge and help to develop proposals;
- Attend as required sufficient additional meetings with a range of stakeholders to listen to their views in order to help develop a balanced understanding of their issues and concerns.

In addition, our EUAC members are required to:

- Devote time to developing and refreshing your own knowledge and skills;
- Uphold high standards of integrity and probity and support the members in instilling the culture, values and behaviours of Pay.UK in the EUAC and beyond;
- Insist on receiving high-quality information sufficiently in advance of EUAC meetings;
- Make sufficient time available to discharge your responsibilities effectively;
- Exercise relevant powers under, and abide by, the constitutional documentation and rules of the Company (as may be amended from time to time);
- Minimise any potential conflicts of interest and promote transparency by disclosing the nature and extent of any direct or indirect interest you or the other organisations you are engaged with may have in any matter being considered at a EUAC meeting.



Person Specification

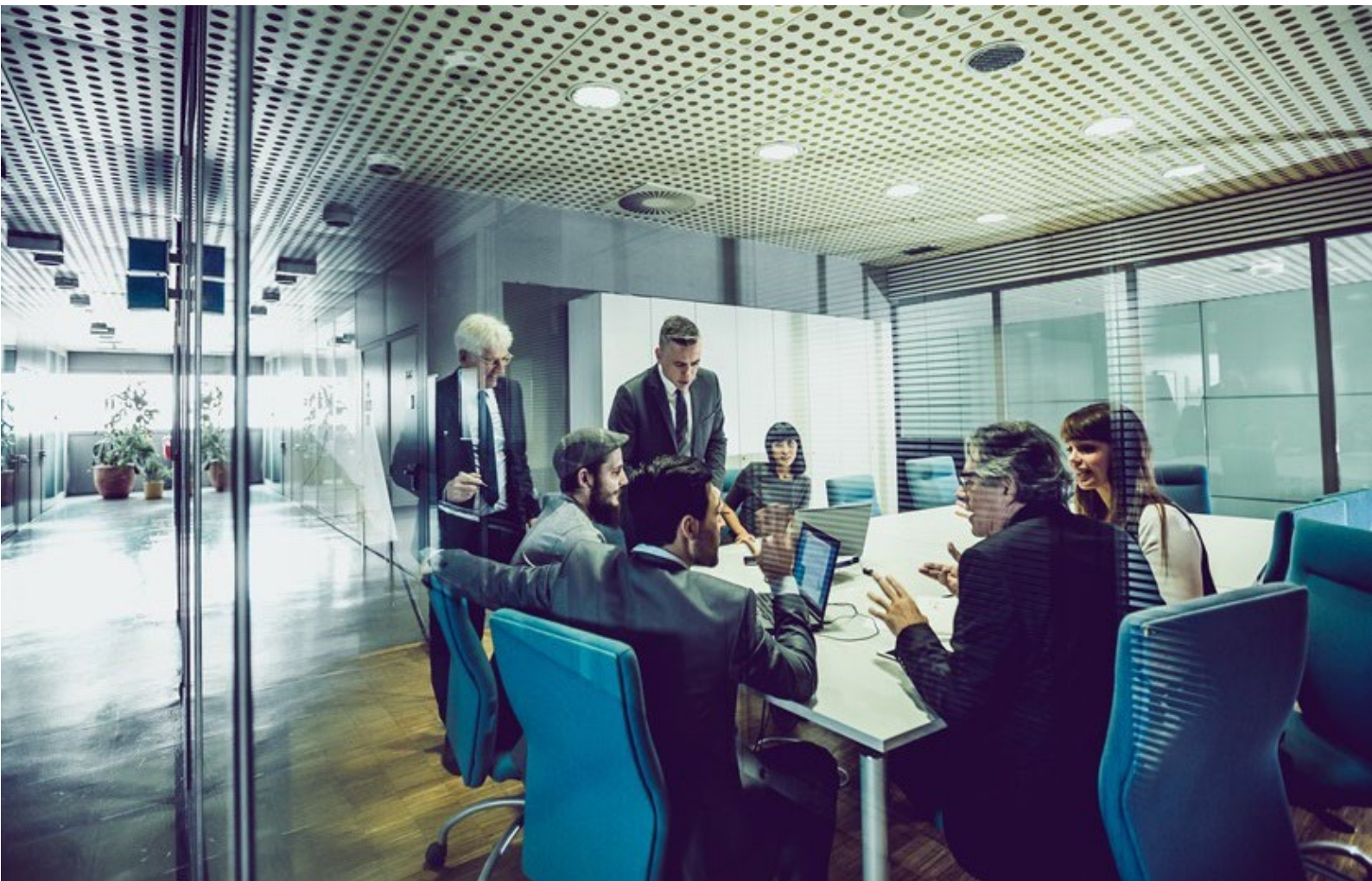
Skills and Experience

Due to a number of members having now completed their terms, we are looking to replace the knowledge and skill set. We are looking for 3-4 candidates to represent the below sectors with knowledge and in how these sectors interact with payments:

- An expert in the field of disadvantaged consumers (preferably with a focus on age and/or disability).
- An expert in the field of small and medium enterprises.
- An expert in larger high-street retailers.
- An expert in consumer research.

Candidates will have operated at senior levels, have a strong strategic mindset, be able to think analytically and impartially, and be able to draw out the impacts of payments systems policy and delivery for end users.

An understanding of a regulatory environment is an advantage, including consideration of the interests of HMT, Bank of England, Payments Systems Regulator, Financial Conduct Authority, Information Commissioner, and the Competition and Markets Authority.



Terms of appointment

EUAC members are appointed for an initial period of **three years**. Time commitment for EUAC duties is circa **12 days per annum** including attendance at between 4 and 6 Council meetings.

The fee for the role is **£6000 per annum**.

How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to Pay.UK on this appointment.

Candidates should apply for this role through our website at www.saxbam.com/appointments using code **QACH**.

Click on the 'apply' button and follow the instructions to upload a CV and cover letter, and complete the online equal opportunities monitoring* form.

The closing date for applications is noon on **Tuesday 2nd July 2024**.

* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.

Saxton Bampfylde

LONDON

9 Savoy Street
London WC2E 7EG

EDINBURGH

46 Melville Street
Edinburgh EH3 7HF

saxbam.com

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