

Job title	Intern, Card Payments Policy
Reporting To	Principal, Card Payments

About UK Finance

UK Finance is the collective voice for the banking and finance industry. Representing more than 250 firms across the industry, we act to enhance competitiveness, support customers and facilitate innovation.

We work for and on behalf of our members to promote a safe, transparent and innovative banking and finance industry. We offer research, policy expertise, thought leadership and advocacy in support of our work. We provide a single voice for a diverse and competitive industry. Our operational activity enhances members' own services in situations where collective industry action adds value

Our purpose

To champion a thriving banking and finance industry, acting always in the best interests of consumers, businesses and wider society.

Our values

- Integrity:** We act transparently and ethically for the good of our members as well as their customers and wider society. We seek to enhance trust in the banking and finance industry.
- Excellence:** We lead from the front as a beacon of quality, inspiration and best practice.
- Leadership:** We are proactive and innovative in helping to shape tomorrow's banking and finance landscape

Job Purpose

The card payments industry is an integral element of the retail payments space both in facilitating a cross range of payment transactions (e.g. retail, charity, transit) as well as in the wider digital space; encompassing a full array of ecommerce solutions and payment types.

By being part of a global payments network, as governed by the international card schemes (Visa/ Mastercard), you will need to be adept in managing a broad range of stakeholders with both competing yet complementary interests and needs (e.g. *banks, acquirers, gateways, terminal manufacturers, merchants & schemes*).

This diverse eco system is underpinned by an array of specialist areas, disciplines and sub-sets of card related activity that the Cards Policy Team helps manage including security, cryptography, operational resilience, scheme and regulatory compliance, as well as technical interoperability issues (including tokenization).

Given the reliance, and ubiquitous use of card payments amongst the general public and across a swathe of differing business types, means that it stands at the vanguard of a wide array of emerging and secular trends that have accelerated because of the Covid-19

pandemic. This will have a profound impact upon the UK payments landscape in the coming years ahead.

The role of the *Card Payments Policy Intern* provides a crucial secretariat and administrative support in helping deliver upon a number of key policy developments across both Cards and Consumer Credit workstreams, and other areas of the business:

- Merchant insolvencies & Chargebacks/ s.75 process:
 - Work to support the initiation of a range of workstreams that have been put in place and are borne from the work of the s.75 Forum Working Group (WG). As the industry deals with the implications of the pandemic and reverberations around the refunds landscape both from within the purview of the card payments industry (i.e. chargebacks), legal redress mechanisms as are uniquely offered to cards (s.75) and to addressing some of the wider issues in the travel sector (e.g. commercial bonding arrangements).
 - To assist UK Finance resources in supporting WG meetings, undertaking desk research and review industry position papers, gaining valuable experience of working with industry stakeholders and regulators.
 - Provide insight and help support strategic positioning across multiple fronts for strategic issues such as ‘consumer protections’ (FCA (*Woolard Review*); PSR (*Consumer protection for interbank payments*); HMT (*Future Regulatory Review Phase II*) and industry sector initiatives (CAA/ ATOL) and/or Government reforms (*DfT/Airline Insolvency Reform*).

- Card Payment Policy/Technical Issues:
 - Standards: As identified by the Payments Futures report. UK Finance have established a cross-industry Standards Strategy Group (SSG) to consider the opportunities for coordinating the development and governance of payments standards.
 - Contactless: To support work around future upper contactless limit as is being considered by the FCA. As well as assist the work of the Cards and Payments teams in considering a number of strategic issues (Online PIN, Higher Value Payments, and deployment for other use types (e.g. transit)) as well as regulatory considerations/transitory arrangements arising from Brexit and other industry developments (e.g. Secure Remote Commerce (SRC)/ Click to Pay).
 - Cash Without Purchase: Forms part of HMT’s ‘*Call for Evidence On Access To Cash*’. Part of which is a proposal for cash without purchase to be enabled at the point of sale to encourage footfall into retailer shops by an amendment to the Payment Services Regulations; so that it falls within the category of exempted services.

- Acquirer Market Review:
 - Following publication of the AMR Consultation Document in January 2019, UK Finance has continued to work with members and the PSR to assist in their thinking recently responding to the AMR Interim Report consultation (initiated in September 2020).
 - The successful applicant will help support UK Finance in its work helping manage the secretariat fall out emanating from the next phase of the PSR’s consultation phase around suggested ‘remedies’.

- During this role, the successful applicant will gain an understanding of the key issues and areas that the PSR is intending to focus on.
- As well as a better understanding and acquaintance with key issues and likely impacts of the PSR's Market Review upon the workings of the acquiring market. All of which comes at an exciting time when the role of acquiring and the payment acceptance market at large is changing; and evolving at pace (cards, interbank, Open Banking, crypto).

The role will involve workstreams across multiple departments within UK Finance (e.g. *Payments, Personal Finance, Commercial Finance and Consumer Credit*) to support certain discrete pieces of work. With the role of UK Finance playing a fundamental one in establishing that strategic direction across concurrent payment types.

As the internship progresses, there will be opportunity to feed into the wider policy objectives as pursued by the Payments, Personal Finance and Consumer Credit teams, that when taken together has 'real-world' impact on the UK's future economic recovery and contribution to UK plc. Not least in serving how consumers and businesses choose to interact, and transact, in both the physical and digital payments environment.

Key Responsibilities

- Supporting and helping manage administrative tasks as generated across the full range of activities and working groups of the Card Payments policy team.
- To monitor, update and deal with charity interchange waiver applications as received for large scale humanitarian appeals (e.g. *Disaster Emergency Committee*) and generic fundraising events (*BBC Children In Need, Comic Relief*).
- Work with policy leads and other key stakeholders, where relevant, to use the central Project Management Office (PMO) for support to develop workplans for working groups, by monitoring against delivery and reporting progress.
- Work with policy leads and individual member 'chairs' to agree forward agenda of policy committees, draft 'Chair briefings' and arrange for external presentations from industry stakeholders and external resource.
- Support on preparations for policy committee meetings, include scheduling, meeting agenda, commissioning papers, action updates, and governance reporting.
- Attend Card Payment Policy meetings, including minuting discussions and logging actions.
- Coordinating Card Payments Policy responses to relevant public consultations, including tracking consultations, supporting policy lead in drafting and coordinating input to other UK Finance team responses to consultation.
- To help control outward communications to members and have the imagination and foresight to interconnect disparate but inter-related pieces of policy information for their benefit and better understanding.
- Assist in the management of external resource through production of detailed action logs and tracking performance against agreed timelines and previous actions.

Qualifications

- The post holder will need to demonstrate that they can support the work programme of committees or other collaborative projects, such as research, data analysis,

technical working groups and policy development. Some previous experience is desirable but not essential.

- Experience of producing clear and concise communications, such as presentations, meeting notes and work plans.
- A degree, or other equivalent, relevant qualification is preferred – but not essential for the right candidate.

Skills and competencies

- Self-motivated and proactive; particularly when working in a remote environment.
- Good interpersonal skills, including the ability to deal with people at all levels.
- Excellent time management and co-ordination skills.
- Strong analytical data skills.
- Ability to construct, collate and analyse data and play back the findings to members in a logical, clear and concise manner.
- Strong stakeholder management skills.
- Strong verbal and written communication skills.
- Empathetic to the needs of others.
- Technically literate.

End