gohenry

OPERATIONS MANAGER - OPERATIONS AND BANKING

gohenry is a digital banking solution based in London with a mission

"Helping every kid be good with money"

Our mobile app & debit card combination for families and children/teens has seen us grow at a rate of 270% per year, with 230,000 families and 340,000 children actively using the system.

Started by a small group of parents, we have grown to become a leading company in the global financial services technology (FinTech) sector. KPMG & H2 ventures have named gohenry one of the world's "Leading 100" FinTech innovators and we made 8th position the Sunday Times 2018 TechTrack 100. But this is just the beginning.

gohenry's success has beaten all our targets and we are very ambitious. We have launched in the US with very encouraging results, with plans to grow in the next 3 years to 1m users in the UK and 2.5m in the US

We're now looking for a talented Operations Manager to join our Operations team and help with our rapid company expansion.

The role

You will be responsible for providing operational support for the banking and payments stack for both UK and US markets. You will work with the product manager to ensure their vision for the products encompasses operational requirements including but not limited to scheme, issuer, acquirer, regulatory, legal and internal teams.

Working within a "full stack", cross functional team you will have the opportunity to influence, shape and deliver continuous improvement for our customers and internal teams. You will also be able to lean on the wider Operations team for support in delivering these improvements.

For approved business cases, you will work closely with the product manager and business analyst teams to define and refine detailed product requirements. You will follow the product through its development

lifecycle, working closely with the product manager and technology to ensure that it is taking its intended shape and is fit for use.

What we're looking for is the right person. We want someone awesome who is looking for a challenge and not afraid to go the extra mile to be part of something special.

Functions and responsibilities

Your key responsibilities will include, but will not be limited to:

- Work with the Banking and Payments Product Manager to ensure operations considerations are met
- Support roadmap creation
- Conceive and create exceptional ideas, initiatives and solutions
- Continuously experiment to drive improvement with a highly data-driven approach
- Supporting creation and delivery of a company-wide go-to-market plan, working with all departments to execute
- Providing vision into possible future developments and industry initiatives in-line with corporate goals

Implementation

- Support banking and payments initiatives for both UK and US markets
- Work with the UX/UI designers to deliver optimum customer experience
- Input to and review user stories and detailed functional specifications
- Work closely with developers and QA to drive high quality delivery
- Perform user acceptance testing of new initiatives and changes

Measurement & continuous improvement

- Support delivery of OKRs and success metrics
- Experiment continuously and improve measurable growth
- Suggest ways to tune the roadmap based on meaningful analysis of what is happening
- Consistently evaluate our capabilities and tools against industry-leading standards

Candidate profile

We are looking for the following experience and attributes for the role:

- 2+ years in fintech or digital banking

- Knowledge of schemes, processors, issuers, acquirers, card bureaus & program management
- Demonstrable success in defining and scoping requirements
- Highly data driven, using metrics and experimentation to shape improvements and business performance
- Driven, self-starter, who takes full ownership of and pride in their work. Results oriented, with a strong sense of purpose and high integrity
- Work well under pressure and be able to prioritise to meet deadlines and quickly shift priorities as necessary
- Ability to multi-task, work independently and demonstrate keen attention to detail
- Excellent project management and communication skills
- Strong team player, ability to work in cross-functional teams with marketing, design, engineering, operations, analytics and partners

Nice to haves;

- Experience in Agile practices and production of detailed users stories / functional specifications