gohenry

PRODUCT 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 Product Manager to join our Operations team and help with our rapid company expansion.

The role

You will be responsible for owning the end-to-end lifecycle of banking and payments initiatives for both UK and US markets. You will work with the business to define a vision for the products, which will require you to understand and research your market, your customer and the challenges they face.

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 Business Analyst teams to define and refine detailed product requirements. You will follow the product through its development lifecycle, working closely

with technology to ensure that it is taking its intended shape and is fit for use. You will deliver your proposition to market and hand over for BAU support.

Once in production, you will review how customers use the product, checking that it solved the original problem. Where possible you will initiate feedback, testimonials and PR to drive increased uptake. You will also review product profitability and or cost savings to ensure that the business case is met or exceeded.

As directed by the business, you will be responsible for reviewing products already in production and recommending improvements/refinements. You may also be required to wind down products that are no longer required or have reached their end-of-life.

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 Head of Technical Operations to proactively input to and develop the roadmap
- Conceive and create exceptional ideas, initiatives and solutions
- Continuously experiment to drive improvement with a highly data-driven approach
- Being a strategic visionary, understanding market requirements and developing focussed solutions in line with our customers and corporate needs
- Being accountable for the entire product line's life cycle from strategic planning though to withdrawal and its success
- Driving a solution set across multiple teams (Tech, Operations, Marketing, Legal, Finance)
- Developing and implementing 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

- Project manage the lifecycle of banking and payments initiatives for both UK and US markets
- Work with the UX/UI designers to deliver optimum customer experience
- Create and document user stories and detailed functional specifications suitable for rapid and accurate development
- Work closely with developers and QA to drive high quality delivery
- Perform user acceptance testing of new initiatives and changes

- Continuously improve the delivery processes and tools

Measurement & continuous improvement

- Define OKRs and success metrics, track progress and measure impact
- Experiment continuously and improve measurable growth
- 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:

- 3+ years as a Product Manager in fintech or digital banking
- Knowledge of schemes, processors, issuers, acquirers, card bureaus & program management
- Demonstrable success in defining, launching, and maintaining products
- Experience in Agile practices and production of detailed users stories / functional specifications
- Highly data driven, using metrics, experimentation and A/B testing 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
- Good leadership, project management and communication skills
- Strong team player, ability to work in cross-functional teams with marketing, design, engineering, operations, analytics and partners