

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

To make the next generation of young people better at managing money than the last

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 have an exciting and innovative product roadmap and we're now looking for a talented Product Manager to join our product team and help with our rapid product development and company expansion.

PRODUCT MANAGER

The role

As a Product Manager you will be responsible for owning the end-to-end lifecycle of certain key features within the goHenry Mobile and Web product for both UK and US markets.

Working within a "full stack", cross functional Product team, reporting to the Head of Product & Design, you will have the opportunity to influence, shape and deliver the goHenry product in the emerging kids/teen banking and financial education space.

Functions and responsibilities

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

Customer insight & evangelist

- Develop a deep understanding of our customers' needs, personas and sensibilities using direct communication, social feedback, analytics, helpdesk and other sources of input
- Be clear on which customer insights will help achieve the company and product vision
- Be a voice of the customer within the business
- Strive every day to ensure the product is more loved by customers than it was the day before

Product strategy and roadmap

- Work with the Head of Product & Design to proactively input to the Product Roadmap based on customer need, analytics, market trends, competitive advantage and innovative ideas
- Conceive and create exceptional ideas, initiatives and solutions
- Continuously drive improvement of the existing product experience with a data-driven approach

Implementation

- Create minimum viable features quickly for both Mobile and Web and then test and iterate towards the optimum solution, ensuring that regulatory and operational requirements are met
- Project manage the lifecycle of feature delivery
- Work with the UX/UI designers to deliver amazing 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 of product
- Perform user acceptance testing of new features
- Continuously improve the delivery processes and tools

Product marketing and feature launch

- Plan successful new feature launch and ongoing engagement campaigns with Marketing and other key stakeholders

Customer engagement & measurement

- Define and measure, with Data Analysts, feature success and engagement KPIs
- Drive initiatives to continuously improve measurable product engagement
- Tune the product roadmap based on meaningful analysis of what is happening

CANDIDATE PROFILE

We are looking for the following experience and attributes in the Product Manager:

- 3+ years as a Product Manager in a digital B2C environment, ideally in fintech, digital banking or edutech
- Proven ability to take an idea through design, delivery and optimisation.
- Hugely customer-focused with a passion for great customer journeys
- Experience in Agile practices and production of detailed users stories / functional specifications.
- Highly data driven, using metrics to shape improvements to product 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
- Used to working successfully under tight project deadlines
- Good leadership and communication skills, with the ability to work cross-functionally