Implementations Manager – Product

Job Description

Cashflows

Who we are and what's important to us

We offer simple solutions, for smart businesses

From instore and online card processing, to card issuing and ATM, we touch every part of what is arguably Fintech's most exciting investment spaces.

Operating pan-European – from the exciting investment hub of London to the talent-filled tech hubs of Cambridge and the Netherlands - we maximise payment acceptance for our customers through a combination of best-in-class technology, constant innovation, and in-house expertise.

We are independently owned and enjoy the backing of leading Fintech investor Pollen Street Capital.

With an impressive growth trajectory, we are constantly looking for the best and brightest industry talent to help support our ambitious goals.

In return for your dedication, innovation, and good company, Cashflows offers a competitive salary and benefits, along with extensive perks.

What's stopping you from joining a team that's writing the future of Fintech?

The values we live by

We're here for one reason. To give businesses everywhere a smooth payments experience so they can serve customers and thrive. At Cashflows, we put customers at the centre of everything we do. Without question.
We have a single-minded vision. And we act on it every day - with commitment and passion. We support each other and work as one determined and ambitious team. Our core values guide us to be at our best.

Our values are more that words on a page, we live and breathe them in everything that we do, we challenge each other and hold ourselves to account on how we're delivering them. Our core values are;

- **One focus**. We keep our customers at the heart of everything we do and its essential that everyone at Cashflows has a customer mindset.
- **Trailblazing**. We aren't afraid to go in a different direction if it's the right direction. We are 5 steps ahead, we challenge this in each other all the time.
- **Wholehearted**. We have unparalleled passion, determination and urgency. We don't wait for things to happen. We make it happen.
- **All for one**. We are a group of people who mutually support each other to succeed.
- **Keep it simple**. We don't get distracted by adding layers of complexity. We work hard to make life easy.
- **Step up**. We believe in doing what we say we do. We always rise to the occasion.

It's essential to us that we bring on board new colleagues that demonstrate these values, and so If you like what you see so far, keep on reading!

The Job

As the Implementation Manager, you will act at the lead contact for both Customer Services, Operational Readiness & Product and support the business with new product/feature launches.

You will be part of the Product Team, reporting to our Head of Product Management.

Cashflows

You'll be accountable for

- Lead on supporting VIP Customers & strategic Partners, including gateway & platform providers to allow them to:
- proactively complete their integration with CashFlows
- understand and fully utilise a wide range of products available
- identify new feature requirements and assist in the definition of development stories
- provide content for communications relating to feature requests.
- Conducting production tests and review of supporting documentation
- Define & deliver a comprehensive set of post-release checks for adoption by Customer Operations team
- Provide post-release support to identify new issues quickly
- Act as the SME for all post release feature sets
- Identify new feature requirements and assist in the definition of development stories
- Business readiness - Identify, qualify, and update the business readiness criteria across area of responsibility before implementation. Supports the tracking of these to approve/refuse' go-live.
- Ensure products are fit for purpose
- Make and execute strategic decisions, leading implementation reviews with key stakeholders including Management Committee and Exco operating with appropriate gravitas and impact. Flexible to meet different demands from both the Product, Operational Readiness, Operational readiness & Customer Services teams as well as the wider business community
- Utilise strong stakeholder leadership skills at all levels, handling relationships externally with merchants within the business and Product contacts and influencing others to achieve positive outcomes.

What you'll be doing

- Developing a detailed understanding of the acquiring and gateway feature sets and use these insights to inform the digital product/capability roadmap
- Maintaining a good partner/client relationships and act as an SME for merchants / partners and third parties involved in the integration and the on-going support models and feature sets.
- Liaising with Commercial / IT Operations and Product teams on technical aspects of the integration to ensure early identification and resolution of risks/issues and influence the business to ensure best practice is followed
- Coordinating with other areas of Cashflows payments teams to ensure we operate as a single team
- Representing the Product team as the SME for implementation alongside Operational Readiness and Customer Services teams in the delivery of the end to end product for merchants / partners
- Support the business with new product/feature launches by conducting production tests and review of supporting documentation.
- Support the roll-out of system releases & updates to:
- Define & deliver a comprehensive set of post-release checks for adoption by Customer Operations team
- Providing post-release support to identify new issues quickly
- Managing dependencies, issues and risks efficiently to maintain planned/agreed milestones in the integration plans

You

- Proven product development, delivery and/or project management skills
- Self-motivated, enthusiastic and can to work with minimal direction
- Excellent ability to drive high performance through collaboration with multifunctional teams and a broad range of stakeholders

- Broad knowledge of appropriate product(s) relevant to role, be that Fintech / Digital or ecommerce products, card schemes, CRM tools & back office systems
- Proven digital project management experience: ability to manage a number of different initiatives at pace and in control
- Proven Agile deployment experience
- Proven ecommerce or digital project roles – experience in the delivery of digital products/integrations (web, mobile app, or back office platforms)

The hours

This is a full time role, Monday – Friday 40 hours per week.

What you'll get

Our benefits and perks include;
- Performance based bonus
- 25 days holiday per year, plus a day off on your birthday and if you're moving house
- Private Medical Insurance
- 4x salary life assurance
- Income protection
- 6% employer pension contributions
- Health Cash Plan cover
- £70 towards an eye test/pair of glasses
- Free parking at our Cambridge office
- Bike to Work Scheme
- And discounts with a range of retailers
- Flexible working, we believe that it's important for us to work flexibly and so we're very supportive of working from home and in the office.

And finally, no promises but we have been known to throw a great staff party once or twice a year!

Our selection process steps

If you like the sound of this role, please click apply!
If we think from your application we'll be a good fit for one another we'll get in touch for a call. We'll talk to you about the role, why we enjoy working here so much and find out more about you.

From there, if we both think It's a good match we'll proceed with arranging interviews, they'll either be over the phone, via Microsoft Teams or in person. We'll let you know as soon as we've made a decision on whether we'd like to proceed things further with you.

If you have any questions, you're always welcome to reach out to our friendly HR team via recruitment@cashflows.com

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