



Job Description

B4B Payments

Job Title: Head of Product

Location: London / Travel required / Hybrid

Term: Permanent

Salary: TBC

Reports to: Chief Executive Officer

About the role

Are you passionate about product go-to-market and commercialisation and knowledgeable about issuing and payments products? Then perhaps you are the right person to take our Product Success team to the next level – and to new geographies.

Responsibilities

- Defining and embedding a long-term Product strategy
- Building a team and working in a matrix organisation to create success
- Identifying and deeply understanding customer's needs to build products that solve real problems
- Instilling a test and learn mentality across your team and the broader organisation and using data to prioritise and measure impact
- Assume full ownership of our digital applications, leading the scope, prioritisation and success metrics of the products and ensuring these are delivered in a high quality way internally and externally
- Work closely with the CTO and other leads to ensure that what is built is robust, resilient and engaging
- Build strong relationships with the leads of all business verticals and work with them to drive relevant client and user input, quality and efficiency of delivery into the products
- Ensure the Product development pipeline aligns with the overall business strategy agreed with the Senior Leadership Team
- Communicate with the wider business on the roadmap, prioritisation and scope of all product updates in a clear and concise manner
- Support the commercial and sales team to develop, scope out and implement new business product solutions



Requirement

Essential (Need to have)

To be the right candidate for this position, we expect you to have a demonstrated capability from a similar role, such as product marketing, product support or product management. We are looking for an experienced leader with knowledge of the payments industry specifically card issuing and banking payments in a UK and European context, and the following skills:

- Strong commercial orientation and experience with client interactions
- Proven track record of owning and developing go-to-market and product support at a scale up company
- A client focused mind set with a demonstrated ability to take in client feedback and react on it, to improve client experience as well business profitability
- Rigour, attention to detail and structure as well as a finisher completer mindset
- As a person, you are a strong communicator who loves interacting with other teams and departments to achieve common goals. You place importance in the continuous improvements of all your responsibilities as well as in adding new initiatives as the business matures and grows

What we offer:

- 25 Days Holiday
- Vitality Health Care Plan
- Cycle-to-work scheme
- Hybrid work - the ability to work from home and from our new offices
- An individually tailored personal development plan and ongoing training
- Employee assistance programme
- Regular socials and relaxed working environment

Make a difference:

We're always on the lookout for talented individuals to help take us further – It's important to us to hire the right people and work out a role that works.

- **Equality:** We strive to create a workplace that reflects the diverse communities we serve and where everyone feels empowered to bring their full, authentic selves to work
- **Teamwork:** The strength of our team does not only lie in our combined experience and expertise but our ability to trust each other, no matter what. We understand that our best work is not produced by individuals but by enjoying collaboration as a team and supporting each other every day



- **Quality:** We provide award-winning solutions and unsurpassed service that, together, deliver premium value to our customers
- **Innovation:** Redefining the standard of excellence is in everything we do. Therefore, we are open to ideas that challenge the conventional views and drive innovation. The only constant in life is change and we believe that in order to stay relevant we must continuously improve and evolve with the changing needs of society
- **Trust:** We strive to act in a manner that builds trust with our team, clients, business partners, and other stakeholders. We firmly believe that actions speak louder than words and transparency is key