

Product Manager

Who we are:

Probanx Solutions Ltd (Probanx®) is part of the ISX Financial Group of companies. Our inhouse developed platforms allow us to deliver technology and financial services to our customers. The Group employs more than 125 staff located across our offices located in Australia, Cyprus, Lithuania, United Kingdom, Netherlands, USA, Israel, Malta.

Probanx Solutions Ltd (Probanx®) is an international banking software company, founded in 2000 and since September 2019 it is a wholly owned subsidiary of ISX Financial.

With over 20 years of experience, Probanx provides a comprehensive and versatile banking software solution for retail, corporate and private banks, E-Money and payment institutions, offering capabilities that up until now were affordable only by large commercial banks.

Probanx's core banking solution, brings together a plethora of modules with an agile, modern user interface and a forward-thinking architecture, entirely built using Microsoft technologies, that enables financial institutions to choose functionalities and workflows that fit their specific needs.

Responsibilities include (but are not limited to):

- Managing the card issuing product, including business model to achieve profitability, across debit, credit and pre-paid models, in UK, EEA and AU
- Manage relationship with Card Schemes (Mastercard experience essential)
- Develop and execute program manager and partner strategy
- Developing and managing the delivery of initiatives that support revenue growth or reduce expenses, including providing recommendations to ensure products are relevant and compelling for the target market. This will include regular competitor reviews and managing projects to introduce new products or make changes to existing products
- Manage relevant servicing communications to customers, primarily as related to projects, regulatory and scheme mandates.
- Oversee Acquisition and Portfolio activity across various channels in order to meet financial and business objectives, including:
- Acting as the liaison between program Managers and internal teams, to ensure smooth campaign execution and Partner involvement
- Guaranteeing all Credit Card material represents the product range accurately, including providing final approval of all customer-facing communications and acting as the brand guardian across the business
- Working in partnership with the Probanx product teams, to:
- Optimising issuing platform by working with technical team to bring platform in house and add/develop new features

iSX Financial EU PLC

UK FRN - 901034

Co No - HE348009 (CY)

Trading as: iSXPay®, iSXMONEY® and flykk®

Authorised by the Central Bank of Cyprus

115.1.3.17 as an E.E.A Monetary Financial Institution

t: +357 22 015 740

a: 1 Makrasikas Street, KBC North, Strovolos, 2034, Nicosia, Cyprus

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- Develop and evolve the online banking platforms, driving customer engagement while leveraging the depth of customer loyalty to the ISX brands
- Ensure that online content and notices remain accurate, including liaising with Program Managers to ensure that content updates are made, and any regulatory requirements met
- Work within Product team and with other Stakeholders, as required, to ensure that the business meets required KPIs for service and quality; ensure Partner receives regular and timely reporting on service metrics
- Act as liaison between Partner and internal stakeholders to address ad-hoc requests and ensure Partner engagement and satisfaction
- Ensure key stakeholders (e.g. Marketing, Finance, Digital Banking, Compliance and Delivery) are kept updated on Partner priorities

Skills and Requirements:

- Able to develop positive and collaborative relationships with colleagues, vendors and external partners
- Approaching business problems from multiple perspectives, including comfort in proposing new and innovative solutions to address them
- Adept at identifying and implementing opportunities for improving business performance and/or customer experience, while appropriately managing related risks
- Accountable for own remit, and able to consistently operate at a high standard of quality and accuracy and within required timeframes to ensure outcomes are delivered
- Strong communication (verbal & written) skills, including understanding of branding and execution of customer communications
- Bachelor's degree in business or Marketing
- 2-5 years' experience in Product Management within the Financial Services industry
- Good understanding of the cards & payments industry
- Prior experience in managing relationship with external partners well-regarded

The Package:

Competitive Salary

Private health insurance plan participation

Performance Bonus, including mix of cash and share-based scheme of company stock for outstanding performers.

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How to Apply:

Apply to careers@isxfinancial.com with a full copy of your CV quoting “Product Manager”
Furthermore, samples of your portfolio will be highly appreciated.

Right to Work

You must have the right to legally reside and work in the Republic of Cyprus or be an EU citizen.
Employment is subject to a National Police check.

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