

To apply for this role, please email your CV to hr@mirlimited.com

The Company

MuchBetter is an eWallet app spearheading innovation in payment technology. We specialise in providing the perfect eWallet solution in 185 countries, for now more than 700,000 customers.

MuchBetter brings together a team of tenacious thought-leaders, re-imagining the business model of payment services and pushing the boundaries and capabilities of a payment app.

With offices in the UK, the Isle of Man, Spain and Costa Rica, our team is multicultural, and our workspace is a place for creativity, change, innovation and collaboration. We employ people who think outside the box, share ideas without restrictions, take pride in supporting the wider team, and are not afraid to ask questions.

The Role

We are on the lookout for a dedicated and enthusiastic Product Manager, passionate about customer delight and delivering value for our customers. The role would be primarily responsible for our back-office applications.

Core Responsibilities:

- ✓ Looks after the various back-office tools, collaborating with stakeholders to ensure we deliver on their needs in the best way possible
- ✓ Puts focus on UX, user testing and the jobs to be done to ensure that the tools are optimised for efficiency
- ✓ Collects and analyses feedback from customers, stakeholders and other teams to shape requirements, features and end products
- ✓ Develops product requirements and roadmaps to a very high standard
- ✓ Collaborates with developers and UI/UX designers to deliver awesome products that our customers love
- ✓ Ensures products and releases are launched correctly and on schedule
- ✓ Assists with data analysis, looking at trends and identifying areas for product improvement
- ✓ Executes additional deliverables to meet departmental project-related or development and change objectives

Experience:

Knowledge

- ✓ Jira, Confluence

- ✓ Microsoft Excel (working with Pivot tables, etc)
- ✓ Agile methodologies, scrum
- ✓ Deep understanding of customer centricity
- ✓ User experience (UX) tools and testing
- ✓ Basic SQL is a plus

Experience

- ✓ 3+ years of product management experience
- ✓ Working with an international environment
- ✓ Product management for back-office tools
- ✓ Backlog management
- ✓ Collaboration with UI/UX designers, developers, other product managers
- ✓ UX design and prototyping
- ✓ Writing product copy for end consumers
- ✓ Working in an agile environment

Skills

- ✓ Working with data (understanding of how to read and interpret data)
- ✓ Working with Jira, Confluence
- ✓ Working with and tracking KPIs
- ✓ Working knowledge of Excel
- ✓ High level of numeracy
- ✓ Communication skills including written and presentational
- ✓ Excellent attention to detail
- ✓ Can “think on feet”
- ✓ Can assimilate data

Attributes and Behaviours

- ✓ Puts the customer first
- ✓ Passionate about customer delight and delivering awesome products
- ✓ Develops and maintains positive working relationships with others
- ✓ Shares ideas and information
- ✓ Assists colleagues unprompted
- ✓ Takes pride in the achievement of team objectives
- ✓ Has credibility with peers and senior managers
- ✓ Self-motivated – driven to achieve results
- ✓ High customer service ethic – is passionate about meeting customer expectations and improving service levels.
- ✓ Keeps pace with change – acquires knowledge/skills as the business develops

Remuneration:

- A competitive salary
- Bupa health insurance for you and your family
- Bupa dental insurance for you and your family
- 25 Days annual leave + all bank holidays
- 1 extra day annual leave for your birthday

The location: Isle of Man