



Role Profile

Job Title: Product Analyst

Reports To: Senior Product Manager

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 motivated and enthusiastic Product Analyst, passionate about delivering value and joy to our customers. The role would report to one of our Senior Product Managers and would initially be primarily focused on our 3rd party integrations for payment and account services, although collaboration with colleagues across our entire product range will be actively encouraged.

Core Responsibilities

- ✓ Primarily responsible for day to day support of payment channel performance analysis
- ✓ Troubleshooting/triaging issues with Support
- ✓ Preparing and maintaining relevant documentation, including reports, release notes and training documentation.
- ✓ Researching existing customer journeys to identify payments related pain-points in the customer experience
- ✓ Supporting the collection of feedback from various sources and extracting actionable insights to help us improve our products and journeys
- ✓ Analysing data from third party tools and extracting actionable insights
- ✓ Act as a point of contact for Support when it comes to 3rd party integrations

Knowledge/Experience/Skills

Preferred Knowledge

- ✓ Understanding of fundamental agile principles
- ✓ Use of Jira, Confluence, Monday.com
- ✓ Experience with Microsoft Excel (Pivot tables, etc.)
- ✓ Google Analytics
- ✓ Tracking KPIs

Experience

- ✓ Working in collaborative, team-based, flexible, fast-paced environments
- ✓ Information gathering, collation and interpretation
- ✓ Analysing data and drawing actionable insights
- ✓ Agile methodologies
- ✓ Ideally work experience in Fintech or similar field
- ✓ Collaboration with diverse stakeholders

Skills & Interest

- ✓ Continuous personal and professional development
- ✓ Teamwork & collaboration
- ✓ Effective communication skills; in-person, written, verbal, presentational, etc.
- ✓ Working with data (understanding of how to collect, read and interpret)
- ✓ High level of numeracy
- ✓ Excellent attention to detail

Attributes and Behaviours

- ✓ An enthusiastic learner, passionate about developing and sharing knowledge and experience
- ✓ Flexible, adaptable, and able to thrive in complex environments
- ✓ Passionate about customers and delivering product experiences that delight
- ✓ Enthusiastic about contributing to positive working relationships with others
- ✓ Keen to share ideas and information
- ✓ Takes pride in the achievement of team as well as objectives
- ✓ Self-motivated – driven to achieve positive impacts