



CAREER OPPORTUNITIES

Job Description: Product Manager UK

WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated and resold by some of the world's leading business communications vendors, as well as major payment service providers.

We are currently looking for a Product Manager to join our UK team.

THE OPPORTUNITY:

We are seeking a dedicated and resourceful Product Manager to join our Growth Team. This role focuses on expanding PCI Pal's market reach through new Contact Center as a Service (CCaaS) and Unified Communications as a Service (UCaaS) partnerships, while also maintaining and enhancing our existing integrations.

You will play a key role in shaping and executing our channel distribution strategy, ensuring integrations are scalable, maintainable, and deliver value to both partners and customers.

We're looking for someone with proven product management experience and deep expertise in the CCaaS and UCaaS ecosystem. You understand how these platforms work, how the major vendors differentiate, how customers and partners adopt them, and where the market is heading. Just as importantly, you can translate that understanding into clear product strategy and identify opportunities created by changes in technology, competition, and customer needs.

This is a strategic product management role, and both product management experience and CCaaS industry experience are essential. We are looking for candidates who can think beyond features, understand market dynamics, and drive product decisions that strengthen PCI Pal's position within the CCaaS ecosystem.

Reporting to the Lead Product Manager, Growth Team, you will work closely with colleagues across Product, Sales, Marketing, and Partner teams to deliver successful integrations, deepen strategic partnerships, and accelerate channel growth.

YOU WILL BE RESPONSIBLE FOR:

- Champion and drive the integration of new CCaaS and UCaaS partners, owning the rollout end-to-end and bringing partners and internal teams together to deliver successful launches.
- Work closely with the core product team and your Lead Product Manager to shape integration plans (including timelines, milestones, and risk considerations) and tailor strategies that align with partner capabilities and market demands.
- Own the product backlog for the growth team, writing up and refining tickets with engineering, telephony architects and other technical stakeholders as needed.
- Manage and enhance relationships with existing partners to optimize product distribution and performance, and drive continuous improvement of integration processes based on partner feedback and metrics
- Work with product and product marketing leadership to identify trends and opportunities in the partner ecosystem, and prepare regular performance reports highlighting successes, gaps, and recommendations.



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WE WANT TO HEAR FROM YOU IF YOU:

Essential:

- Previous experience as a Product Manager within a SaaS technology environment.
- Hands-on experience with at least one major CCaaS/UCaaS platform (such as Genesys, Talkdesk, Five9, NICE, Amazon Connect, Zoom, 8x8, Vonage or similar).
- A strong understanding of CCaaS/UCaaS solutions, industry trends, key players and emerging technologies.
- Exceptional interpersonal and communication skills, capable of working with cross-functional teams and external partners.
- Strategic thinker with a strong analytical mindset and problem-solving capabilities.
- Self-motivated and able to thrive in a fast-paced, dynamic environment.
- Based in the UK within commutable distance from London. Our team comes together in the London office twice a week for collaboration, and you'll also need to occasionally travel within the UK or internationally to meet partners.

Desirable:

- Working knowledge of RESTful APIs and CRUD operations, with the ability to discuss integration patterns credibly with partners and technical stakeholders.
- Project management experience, particularly managing large-scale integrations.
- Experience integrating with major CRM platforms (Salesforce, Microsoft Dynamics, ServiceNow or similar)
- An understanding of payments technology and the wider ecosystem (payment gateways, open banking, alternative payment methods, etc.)
- Familiarity with security and compliance frameworks relevant to payments, particularly PCI DSS, tokenization, and data protection.

IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- Medical, dental and optical insurance cover
- Option to either work in our Ipswich office, or from home (or both!)
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- Electric Vehicle Scheme incentive
- "Work from anywhere" 2 weeks per year policy
- Reward, benefits and wellbeing hub (offering support, discounts, cashback and savings)
- Training and development opportunities
- Ad-hoc team events, incentives and competitions

TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the Recruitment Team recruitment@pcipal.com