



CAREER OPPORTUNITIES

Job Description: Product Owner

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 worlds' leading business communications vendors, as well as major payment service providers.

THE OPPORTUNITY:

We are seeking a dedicated and resourceful Product Owner to join our Team; the primary focus will be on new product/feature development from concept to launch.

Reporting into our Lead Product Manager – Core Team, you will play an integral role in shaping the direction of a key product from the ground up.

You will have the opportunity to collaborate with talented colleagues across multiple teams, including Engineering, Professional Services, Sales and Marketing teams.

YOU WILL BE RESPONSIBLE FOR:

- Execute product discovery activities by engaging with users, stakeholders, and market research to identify unmet needs, validate new ideas, and ensure solutions are aligned with business objectives and customer value.
- Work closely with stakeholders to identify and understand their needs and translate these into product requirements.
- Create and prioritise a product backlog, ensuring the team is working on the highest value features.
- Define user stories and acceptance criteria and ensure they are clearly understood by the development team.
- Work closely with the development team throughout the product development process, providing clarification and direction where needed.
- Measure and report on product performance and progress towards strategic goals.
- Continuously gather feedback from users and stakeholders to inform future product decisions.
- Resolve conflicts and remove obstacles that may affect the team's ability to meet product objectives.
- Facilitate communication across teams, ensuring alignment on product goals, progress, and outcomes.
- Drive continuous improvement of integration processes and strategies based on feedback and performance metrics.
- Work with product and product marketing leadership to identify trends, opportunities, and challenges.
- Work closely with product marketing, partner & alliances, professional services and sales stakeholders to bring your product to market.



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WE WANT TO HEAR FROM YOU IF YOU HAVE:

- 3+ years' experience as a Product Owner or similar role in product management within a SaaS technology environment
- Exceptional interpersonal and communication skills, capable of working with cross-functional teams
- Strategic thinker with a strong analytical mindset and problem-solving capabilities
- Self-motivated and able to thrive in a fast-paced, dynamic environment
- Are based in the UK within commutable distance from London, and are able to work twice a week at the London office. You must also be able to travel within the UK or internationally occasionally
- An understanding of payments technology (for example, utilising APIs for connectivity to third-party services such as payment gateways, open banking service providers, etc)
- Experience in the contact centre as a service market is a plus

IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- Day off on your birthday
- Medical, dental and optical insurance cover (after qualifying period, subject to terms)
- Hybrid working
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- UK: Electric Vehicle Scheme (after qualifying period, subject to terms)
- "Work from anywhere" 2 weeks per year policy
- Training and development opportunities
- Access to an employee assistance programme and wellbeing support hub
- Team events, ad-hoc 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