



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 Onboarding Team; the primary focus will be developing and managing a self-serving onboarding product that enhances customer experience and streamlines the onboarding process.

Reporting into our Lead Product Manager – Core Team, you will play an integral role to shape 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:

- Working closely with stakeholders to identify and understand their needs and translate these into product requirements.
- Prioritising product requirements, ensuring the team is working on the highest value features.
- Defining user stories and acceptance criteria and ensure they are clearly understood by the development team.
- Working closely with the development team throughout the product development process, providing clarification and direction where needed.
- Measuring and reporting on product performance and progress towards strategic goals.
- Continuously gathering feedback from users and stakeholders to inform future product decisions.
- Resolving conflicts and removing obstacles that may affect the team's ability to meet product objectives.
- Facilitating communication across teams, ensuring alignment on product goals, progress, and outcomes.
- Driving continuous improvement of integration processes and strategies based on feedback and performance metrics.
- Working with product and product marketing leadership to identify trends, opportunities, and challenges.
- Working 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 able to meet up with PCI Pal teams weekly in London. You must also be able to occasionally travel within the UK or internationally .
- Experience with self-serving onboarding products is a plus.
- An understanding of payments technology (for example utilizing APIs for connectivity to third party services such as payment gateways, open banking service providers, etc).
- Experience in the contact center 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 People Team people@pcipal.com