

Manager Payments

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Company: ADIB

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Role Manager Payments

Location Dubai

Role Purpose:

To be responsible for product development and growth of domestic and cross-border remittances business.

Key Accountabilities of the role

RESPONSIBILITIES:

End-to-end product management of the domestic and cross-border remittance products.

Ensure the given business objectives, KPIs, and financial targets are achieved.

Support in taking the business to the next level by maximizing the full potential and leveraging available avenues for growth.

Manage the product development lifecycle and roll-out of new systems, platforms, and initiatives.

Be the primary contact for internal stakeholders and relevant external stakeholders for delivering the related workstreams.

Engage with existing partners to ensure alignment with objectives and implement new partnerships / tie-ups.

Develop and implement policy, processes, and procedures for seamless and efficient delivery.

Develop new products and services to ensure competitive advantage and make best use of new opportunities and available technologies.

Develop, launch, and manage customer promotions and campaigns and ensure the campaigns achieve the committed KPIs.

Ensure customer needs are fulfilled and customer satisfaction is a cornerstone of all new development, initiatives, and processes.

Specialist Skills / Technical Knowledge Required for this role:

Good understanding of remittances and FX business.

Good knowledge of customer needs and competitor insights.

Good technical knowledge of remittance customer journeys, payment systems, and payment networks.

Good understanding with 360o view on remittance business, technology, trends, and customer needs.

Good inter-personal, presentation skills, and business management skills.

Financial modeling, budgeting, and forecasting skills – with ability to collate & interpret data.

Results oriented and self-motivated by the need to succeed.

Personal organization to deliver on time and plan to effectively to deliver goals.

Development: self-analytical; and takes accountability for own development.

Previous experience required:

A minimum of 10 years industry experience.

University degree.

Understanding of market dynamics including, economic trends, demographic factors, competitor products and services.

Detailed product knowledge of both regulated and non-regulated product set.

Understanding and working knowledge of remittances product and business management.

Familiarity with local regulation related to remittances.

Ability to budget, forecast, and analyze remittances business.

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