



Job Description

B4B Payments

Job Title: Head of Operations

Location: Hybrid

Term: Permanent

Reports to: COO

About us

B4B Payments is part of the Banking Circle ecosystem, a 500+ person Payments Bank for financial institutions. We operate as an independent affiliate of Banking Circle and whilst we are separate companies, together we deliver an unrivalled scope of financial services and payments solutions for businesses.

About the role

The Head of Operations will be fundamental to the growth of B4B over the coming years. You will be responsible for the end-to-end service provided by B4B. This will include managing the implementation team, managing and liaising with key providers (scheme, processors, card bureaus etc.) as well as working closely with all departments within the organisation. The Head of Operations will be the glue that connects all the parts of B4B that make it a success.

As we are a fast growing business a primary focus will be on developing and implementing robust and well documented policies and procedures. This will be a key part of your role.

Responsibilities

- Managing the operation of the BIN sponsorship function within B4B
- Overseeing and delivering B4B core products
- Managing the operational implementation team
- Responsible for all the key provider relationships



- Ensuring compliance with Scheme rules and mandates
- Working across all departments at a senior level to deliver world class service
- Ensuring your staff have the correct level of training in scheme requirements to be able to perform their roles successfully
- Working closely with the Compliance department to ensure all regulatory responsibilities are met and complied with

Requirement

Essential (Need to have)

- 5+ years in a management role working with card schemes, processors, card bureaus and other supply chain partners in the payments sector
- Able to manage a diverse range of teams
- You have excellent client facing communication skills
- You are comfortable working across multiple countries and different time zones
- Strong organisational skills

What we offer:

- 28 Days Holiday (including bank holidays)
- Hybrid work - the ability to work from home and from our new offices
- An individually tailored personal development plan and ongoing training
- Cycle-to-work scheme
- Employee assistance programme
- Regular socials and relaxed working environment

Make a difference:

We're always on the look out for talented individuals to help take us further – It's important to us to hire the right people and work out a role that works.

- **Equality:** We strive to create a workplace that reflects the diverse communities we serve and where everyone feels empowered to bring their full, authentic selves to work.
- **Teamwork:** The strength of our team does not only lie in our combined experience and expertise but our ability to trust each other, no matter what. We understand that our best work is not produced by individuals but by enjoying collaboration as a team and supporting each other every day.



- **Quality:** We provide award-winning solutions and unsurpassed service that, together, deliver premium value to our customers.
- **Innovation:** Redefining the standard of excellence is in everything we do. Therefore, we are open to ideas that challenge the conventional views and drive innovation. The only constant in life is change and we believe that in order to stay relevant we must continuously improve and evolve with the changing needs of society.
- **Trust:** We strive to act in a manner that builds trust with our team, clients, business partners, and other stakeholders. We firmly believe that actions speak louder than words and transparency is key.