



Job Description

B4B Payments

Job Title: Implementation Manager

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 Implementation Manager will play a crucial role in our new expansion phase over the coming years. In this role you will work with various teams such as sales, account management and customer service within B4B to successfully implement new customers on our platform. We want someone who is pro-active, independent, a self-starter and who is ready to jump in and get things done and work alongside innovative teams.

Emphasis will be placed on building robust, well documented procedures as this is critical to supporting our growth plans.

Responsibilities

- Implementing card scheme (Visa and Mastercard) products as well as innovative payment solutions.
- Also responsible for configuring and setting up new clients on the B4B platform
- Act as the first point of contact during the client implementation process
- Provide training to customers on how to use the B4B Platform
- Managing key suppliers as part of the implementation process



- Be one of the platform Subject Matter Experts within B4B
- Promote open communication within the team
- Suggesting process and technical improvements to client implementation
- Once implemented hand over the client smoothly to the Account Management team

Requirement

Essential (Need to have)

- 3+ years in a client implementation role working with card schemes, processors, card bureaus and other supply chain partners.
- You have excellent client facing communication skills
- Project management skills and experience
- You are comfortable working across multiple countries and different time zones
- You have strong organizational and problem-solving skills
- Willingness to question and learn
- Attention to detail

Desirable (Nice to have)

- Project Management (e.g. PRINCE/2) qualifications
- Foreign Language(s)

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.