PRODUCT MANAGER

The Product Manager is responsible for driving the development and delivery of innovative financial technology products and services. Bridging the gap between business objectives, customer needs, and technical capabilities, ensuring that products align with market demands and regulatory requirements.

Key Responsibilities:

- Conducting market research and analyzing industry trends to identify new product opportunities.
- Gathering and prioritizing product requirements from stakeholders, including customers, business units, and regulatory bodies.
- Collaborating with cross-functional teams, such as engineering, design, and compliance, to define product roadmaps and specifications.
- Managing the entire product lifecycle, from ideation and planning to development, testing, and launch
- Overseeing the development of user-friendly and secure financial technology solutions, such as apps, payment gateways, and investment platforms.
- Ensuring compliance with relevant financial regulations, data privacy laws, and security standards
- Analysing product performance metrics, user feedback, and market trends to identify areas for improvement and optimization.
- Collaborating with sales and marketing teams to drive product adoption and revenue growth
- Representing the product vision and strategy to internal and external stakeholders, including investors and industry partners.
- Deliver highly innovative online customer experience by working in partnership with various departments of the business including Design, UX and Development.
- Conduct analysis and studies on value, usability and feasibility.
- Develop success metrics and continued analysis of performance and reports post-launch.
- Implement measurement of client engagement on products through digital KPI tracking and implement active feedback loop to product development to enhance engagement

Qualifications and Skills Required

- Tertiary qualification in Software Engineering, BCom Informatics or equivalent B2C or B2B commercial product background with digital KPI tracking and analysis.
- A minimum of 5 years' experience in Product Management and/ working on consumer facing applications.
- A proven track record and successful history of launching products for consumer facing, transactional websites and mobile applications.
- A background in product or software development, with experience working in an e-commerce related initiative.
- Experience in the FinTech space would be highly advantageous
- Excellent analytical and problem-solving skills.
- Attention to detail and accuracy.
- Strong communication and interpersonal skills.

KYC Analyst

As a KYC Analyst you will be responsible for conducting thorough background checks and due diligence on new and existing clients to ensure compliance with Know Your Customer (KYC) regulations.

Key Responsibilities

- Conduct thorough background checks on new and existing clients.
- Verify customer information and documentation for accuracy.
- Identify and assess potential risks associated with client relationships.
- Ensure compliance with KYC regulations and internal policies.
- Maintain accurate and up-to-date records of all KYC activities.
- Prepare and submit reports on KYC findings to senior management.
- Monitor and review client transactions for suspicious activity.
- Assist in the development and implementation of KYC policies and procedures.
- Stay updated on changes in regulatory requirements and industry best practices.
- Conduct periodic reviews of existing client accounts.
- Respond to inquiries from regulatory authorities and auditors.
- Ensure timely completion of KYC reviews and updates.
- Identify opportunities for process improvements and efficiencies.
- Support the onboarding process for new clients.
- Ensure that all KYC documentation is stored securely and is easily accessible.

Qualifications and Skills Required

- Bachelor's degree in finance, business, or a related field.
- Minimum of 2 years of experience in a KYC or compliance role.
- Strong understanding of KYC regulations and requirements.
- Excellent analytical and problem-solving skills.
- Attention to detail and accuracy.
- Strong communication and interpersonal skills.
- Proficiency in Microsoft Office Suite, particularly Excel.
- Knowledge of AML (Anti-Money Laundering) regulations is a plus.