

# Nigeria Jobs Expertini®

## Product Operations Manager – HelloMe Limited

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Company: Jobspaddy

Location: Nigeria

Category: other-general

### About HelloMe Money

HelloMe Money, a product of HelloMe Limited, is a fintech digital banking organization striving to offer Banking as a Service (BaaS) with international payment solutions. Our mission is to create financial products that empower customers to manage their finances efficiently. We provide innovative digital banking services, placing our clients in control of their financial opportunities. At HelloMe, we adhere to four key principles: empowering our customers, maintaining integrity, showing care and diligence, and putting customers at the heart of our operations. We exist to cater to the everyday financial needs of our customers, transforming financial services as an alternative to traditional banking, without borders.

### About the Role :

HelloMe Money is comprised of dedicated individuals who aim to simplify digital banking services. We are committed to hiring professionals with industry expertise and a passion for customer-focused results. An exciting role has opened up for an experienced Operations/Product Manager, someone who is enthusiastic about creating customer-loved products and managing our company's operations. You will join a dynamic, fast-paced environment and collaborate with cross-functional teams to design, develop, and launch products that align with the company's vision and strategy.

### Successful candidates should ideally be able to:

- Enhance operational systems, processes, and policies to support HelloMe Limited's mission.
- Oversee and manage operations in a cost-effective manner.

- Secure buy-in for the product vision both internally and from key external partners.
- Develop product pricing, budgeting, and positioning strategies.
- Translate product strategy into detailed requirements and prototypes.
- Identify and address quality control issues.
- Create budgets for individual programs and contribute to long-term planning.
- Motivate team members and boost team productivity.
- Develop strategic and operational objectives for different departments.
- Lead the virtual product team to ensure the achievement of agreed objectives.
- Act as a customer representative within the development process.
- Collaborate closely with engineering teams to ensure a quick time-to-market and efficient resource allocation.
- Drive initiatives within the management team and contribute to long-term operational excellence.
- Lead product launches, working with the public relations team, executives, and other product management team members.
- Gain a deep understanding of the customer experience, identify and address product gaps, generate new ideas to enhance the market share, improve customer experience, and drive growth.
- Participate in and coordinate daily scrum meetings, planning, reviews, and retrospectives.
- Provide support to the development team regarding any questions they may have.
- Evaluate promotional plans to ensure they align with the product line strategy and effectively convey the message.
- Build awareness of the product and track product releases.
- Resolve issues escalated by team members.
- Represent the company by visiting customers to gather feedback on our products and services, enhancing customer satisfaction.
- Perform any other tasks as assigned by the supervisor.

**Required Skills & Qualifications:**

- M.Sc./B.Sc. degree in Business Administration, Operations Management, Computer Science, Engineering, or equivalent (preferred).
- Proven work experience of 5 years and above in Operations Management, Product Management, or as an Associate Product Manager. Candidates from financial services (FINTECH), payment service providers, or related industries are preferred.

- Demonstrated success in operations management, organizational effectiveness, and full product lifecycle management.
- Proficiency in conflict management and business negotiation processes.
- Ability to collaborate effectively with cross-functional teams in a matrix organization.
- Exceptional leadership and communication skills.
- Proven capability to develop product and marketing strategies and communicate recommendations to executive management.
- Strong technical background with an understanding and/or hands-on experience in software development and web technologies.

**Salary Range:** Negotiable

**Benefits :** Staff Secondment opportunity in the UK, Pension, HMO, 13th-month salary.

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