

Head of Implementation (non-technical)

Location: Philippines - Manila

We're looking for a Head of Implementation to lead the rollout of our cloud banking system initially in the Philippines but potentially in greater Asia. The successful applicant will be responsible for managing our implementation team and ensuring on-time delivery of their projects, while advising the coops, rural banks and microfinance institutions that form our customer base.

We have already completed several successful implementations across the Philippines. We're now poised to scale our implementation team to meet strong market demand.

Applicants must have solid project management skills and have proven experience in building and managing teams. They should have had insights into the operational processes of financial institutions and be comfortable with engaging senior management in implementation processes.

Responsibilities

Leadership

- Motivate and lead the implementation team
- Take care of staffing and training new recruits
- Train and coordinate implementations delivered by third parties
- Engage with senior management of customers to ensure a smooth transition to Oradian
- Champion our best practice approach within the financial inclusion industry and communicate it to customers
- Motivate the team to achieve customer excellence

Project management

- Coordinate and plan implementations
- Define clear plans and schedules for each implementation
- Engage with the product team about feature requirements and priorities for ongoing implementation projects
- Ensure on-time delivery of all implementation projects
- Champion and implement internal processes for all areas of responsibility
- Support the sales team in pre-sales consultation



Qualifications and experience

- Minimum of 5 years in at least one (preferably both) of:
 - Non-technical software implementation
 - Microfinance or related financial inclusion fields or a bank-like financial institution
- Experience in managing and leading a team
- Proven track record of working in a high-growth environment

Competencies

- Ability to work well under pressure and prioritise assignments appropriately
- Run multiple work streams in parallel
- Ensure documentation and processes are correctly delivered
- Great customer service attitude and strong communication skills
- Willingness to travel to remote places to engage with customers
- Patience and empathy to bring our customers to the next level

About Oradian

Oradian – and why it's a game changer

Oradian provides cloud banking software for those marginalised and excluded financial institutions that are ready to scale up to serve mass markets of underserved clients. Our SaaS solution, Instafin, enables financial institutions to know and control their portfolios, so that they can transform inefficiencies into operational excellence, limited data into informed decision-making, and stagnancy into growth.

Our team

We have a team of talented and committed experts in technology and microfinance and work in an open, collaborative culture. Right now, there are over 50 of us, and we have an aggressive growth plan.

Where we work

Oradian is headquartered in Zagreb (Croatia) with offices in London (UK), Lagos (Nigeria), Johannesburg (South Africa) and Manila (Philippines). We are currently focusing on customers in Southeast Asia and Western Africa. We plan to expand within both regions and to Latin America.



Recognition

Oradian's long list of awards in the fintech and microfinance industries include:

- Winner of Best Microfinance Enabler Platform - Cashless Africa 2017
- Winner of Microfinance Empowerment Recognition Award - Cashless Africa 2017
- Winner of Digital Finance Plus (DF+) Saharan Africa at Mondato -SubSocial Impact Award for 2016 Summit Africa
- Winner of Beacon of Information and Communications Technology Awards 2016 - The Most Innovative Core Banking Platform of the Year Microfinance
- Winner of Central European Startup Awards: Best Fintech Startup 2015
- Winner of Wired Money 2015
- Winner of Shift Split Conference Startup Competition 2014
- Winner of the Pioneers Festival Startup Challenge 2014
- DEMO Africa Swell Award Finalists 2014

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