

Implementation Consultant

Non-Technical

Location: Manila, Philippines

Employment Type: Full-time, 40 hours per week

Career level: Experienced

We're looking for an Implementation Consultant to lead implementation of our cloud banking platform and manage a growing customer base in the Philippines. The successful applicant will be responsible for delivering on-time implementation and ensuring we meet all expectations of our customers: credit cooperatives, rural banks and microfinance institutions.

As Oradian is poised to grow its customer base exponentially every year, the Implementation Consultant will need the experience and enthusiasm necessary to expand the Implementation Team. We need a leader who can play an active role in recruitment and raising awareness of Oradian.

The Implementation Consultant will be based in Manila but will travel regularly throughout the Philippines and Southeast Asia to lead hands-on implementation with our customers.

Responsibilities

Leadership

- Lead implementations of our cloud banking platform
- Take responsibility for on-time delivery of all implementations
- Design best practice approach for all implementations
- Ensure smooth transition between the Sales and Implementation Teams
- Communicate regularly with senior management
- Recruit, onboard and train an expanding Implementation Team

Customer support

- Plan implementations with customers and the Implementation Team
- Conduct detailed process analysis of all customer operations: loans and deposits, accounting, audits, field and branch operations, etc.
- Support customers in structuring client and account data
- Conduct user and management training on our core banking platform
- Work with customers to introduce global best practice



Qualifications and experience

- At least five years of work experience in one of (preferably both):
 - Non-technical software implementation
 - Microfinance, financial inclusion, or a bank-like financial institution
- Detailed technical knowledge of at least one area of financial institutions' operations
- Experience with hands-on training and implementation
- Experience in managing complex projects and processes
- Excellent knowledge of MS Excel
- Proven track record of working in a high-growth environment
- Accounting knowledge is a plus

Competencies

- Ability to work well under pressure and prioritise assignments appropriately
- Run multiple work streams in parallel
- Great customer service attitude
- Excellent communication skills, both verbal and written
- 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 is connecting millions of underserved individuals to financial services with Instafin, Oradian's cloud banking platform for marginalized financial institutions. Instafin delivers real business benefits and enables institutions to reach more clients.

We are a Software-as-a-Service (SaaS) provider, making the best technology accessible for microfinance institutions through a subscription model.

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, 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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