

Operations Manager

Remuneration: (depending on experience)

IMMEDIATE START

It's time to get your life in gear!

Crossflow is ranked by the Financial Times as the 8th fastest growing company in Europe and are recruiting now for a range of roles to accelerate growth.

The business model, technology, and legal framework enables financial institutions to provide short-term working capital to the suppliers of large corporates across Asia, Europe, the Middle East and the UK.

Core requirements are to assure the accurate and on time payment processes that run throughout system, the administration of our operational processes, registration of Users, and ensuring our clients get the best possible experience at every touch point with a full, friendly assistance to the service when requested and needed.

This is a rare opportunity to become a valuable member of the team when the business is accelerating to its next growth phase, creating exciting and exceptional opportunities for team players, who are passionate about customers and focused on achieving targets.

This is business with highly commercially focused and serious engagement, with a very professional and motivated organisation, working to deliver success for their customers.



What we offer

- Points based remuneration package providing flexibility around work/life balance
- Central London office base
- Competitive salary
- Annual 1 week team building event at a premium location along with maybe a free surfboard
- Share options that could make you a millionaire
- Company electric bike if you are a London commuter
- Join us for cocktail hour once a week!



Key job duties:

- Processing funding requests from users to financial institutions
- Processing repayments to funding providers.
- Reviewing transaction records received daily from users and financial institutions and addressing any issues with clients and financial institutions by email and phone.
- Handle friendly and professionally all queries from the clients' users
- Working with the Marketing, Sales and IT team to effectively register new clients.
- KYC and AML check on clients and manage and administrate the clients' records
- Provide assistance to the system operations for external users

- Proactively recommend system and process improvements

You will be trained and learn the inhouse system, which enables you to perform the duties in terms of the data and transaction processing.



Candidate Profile:

- Excellent organisational and time management skills and high attention to details and logical thinking.
- Very good numeracy and English skills to excellent GCSE standard or better.
- Some Account Payables experience would be desired.
- Demonstrable existing experience in dealing with clients / senior stakeholders.
- Good client management skills and ability to execute solutions.
- Good generic financial knowledge highly desirable.
- Real interest in the sector and keenness to new challenges
- Strong team player motivated by organisational and individual success.
- Professional appearance and strong interpersonal skills are a must.
- Experience of financial regulation / controls (e.g. AML) is an advantage
- Capable of hands-on problem solving, with ability to generate ideas.
- Can-do attitude to work, with the ability to multitask on several different projects and be passionate about the Fintech industry
- Self-motivated, organised, and able to work under pressure to deliver against performance targets consistently



Holidays

Option to use points to increase from base 23 days of holidays, increasing by 1 additional day for each full calendar year of employment up to 3 years ,plus applicable statutory Bank Holidays.



Contract requirements

Applicants must have the right to live and work in the UK. Proof of fully vaccination against Covid-19 is required.



Location- Role Specific

Office facilities in London at London Bridge.

APPLY NOW