

FX Manager



Company Brand

At the Post Office our aim is to provide you with the things that are important to you – from your mail to your broadband package, your car insurance to your savings account. Whether you pop into a branch or shop online, you can be sure all your needs will be handled with care. That's the Post Office promise.

The Post Office is changing, and our people are central to the journey we're on to make positive changes happen. Our vision is to attract and develop great people who take pride in, and have passion for delivering great value to our customers across all the communities we serve. Everyone here has a strong sense of ownership for their work, demonstrating initiative and flexibility, working well together to adapt to the rapidly changing needs of our markets.

In an environment where our people work in partnership with all those who contribute to the success of our business, the Post Office is a place where people are valued and respected – and encouraged to fulfill their potential to rise to the commercial challenge we face as a business.

The basics

Job Title:	Manager FX
Grade:	3A
Post Reports to:	Nick Boden
Department:	Transactional Products, Post Office Money

The purpose of the role

To develop and deliver the strategy for Post Office Foreign Currency.

This includes responsibility for the income streams through our physical and digital networks, ATL and BTL marketing, compliance, the profitability of each product line and product development to ensure we are at the forefront of the market.

Key areas of accountability

1. Overall owner of the P&L for all products within the product portfolio including Currency, Travel Money Card and Traveler's Cheques
 2. Overall accountability for all matters relating to the end to end proposition
 3. Setting the strategic framework for the product portfolio – customers we are targeting, products we offer, channels/formats that we use and the key strategies that will achieve our objectives
 4. Build and maintain a strong understanding of the target markets, products, their drivers, threats and opportunities
 5. Develop new products to respond to changing market requirements and deliver new income
 6. Manage existing products to maximise income and maintain relevance in market
 7. Ensuring the compliance and integrity of the product portfolio with the relevant parties
 8. Supporting the business interfaces with Sales, Network, Operations & Strategy, Directorates for the delivery of these products and services to customers
 9. Develop Strategic Partnerships, specifically working with our Joint Venture Partners First Rate Exchange Services
 10. Work with marketing (both within Post Office, external clients and First Rate Exchange Services) to develop and execute effective campaigns to drive awareness and/ or lead conversion
 11. Determine budget requirements to deliver the strategy
 12. Work with PR to both respond to Press enquiries and also to pro-actively provide information to them to establish Post Office Ltd as the industry spokesperson.
-

13. Manage any direct reports plus matrix manage resource and functions within finance, sales, service delivery, ATOS and other key areas within Post Office in order to deliver a customer centric products and services
14. Manage external relationships with partners and customers to deliver relationships
15. Be an expert within Post Office for the product portfolio
16. Represent Financial Services on various programme boards and business forums
17. Ensure the that performance management, motivation and development of people principles are followed

Dimensions of the role

Key stakeholders

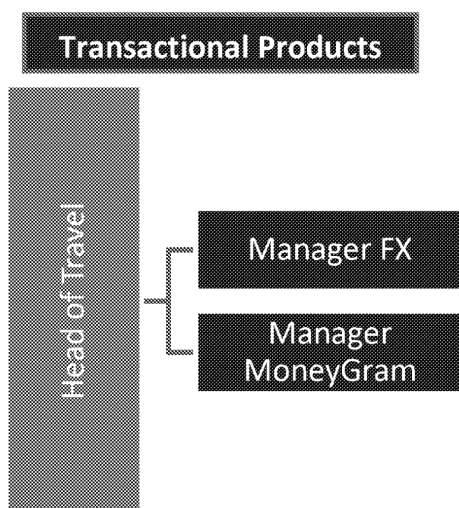
Martin Kearsley - Product Portfolio Director - Banking, Payments and Transactional Products

Nick Boden – Head of Travel

Other Dimensions

Profitability of the product is paramount and working with other relevant Post Office business units in order to ensure allocated costs are kept to a minimum is key.

Where does this role fit in with the rest of the team?



Knowledge and skills

Knowledge required

Know how the foreign currency business operates, the key channels to market, understand the revenue model for the different FX products within the industry and how to affect them, understand the relevant Compliance regulations.

Experience required

Have extensive relevant experience in product and client management

Proven product management and have delivered growth through product

Innovation, marketing and sales initiatives

Proven capability in managing needs of multiple stakeholders – ideally in delivering products manufactured by one partner, through the channel of another.

Proven track record in successfully launching new products, and running big budget marketing activities

Experience in working in a regulated business

Experiencing of managing large projects with multiple stakeholders

Skills required

Strong influencing and motivational skills are a must.

Location

Finsbury Dials
20 Finsbury Street
London
EC2Y 9AQ

For admin purposes only	
Business sign-off	
Dated sign-off	
OD sign-off	
Organisation code	
Last evaluated	
Version control	
Note	