



Position: Tapeeno Product Assistant

Reporting To: Group Operations Manager

Status: Permanent

Salary: £27,000.00 per year.

Hours: Full Time (basic hours are 9.00 a.m. to 17.30 p.m.)

Based: Reading

The Company:

UTP Merchant Services Limited (www.utpgroup.co.uk) and its sister company Faster Processing Limited (www.fasterprocessing.com) are two of the fastest growing, innovative fintech organisations in the UK. Through a mixture of innovation and a focus on delivering outstanding customer service, we are committed to providing our customer base with market leading credit and debit card processing solutions. With a customer base of over 20,000 customers, approximately £3 billion is processed across UTP's estate of credit card machines each year with many hundreds of new customers being added on a monthly basis.

The Role:

Reporting into the Group Operations Manager, the Product Assistant will be responsible for end-to-end implementation of the product, overall smooth running of all systems, onboarding customers, and delivery of strategic goals. In this role, you will head up the communication on all areas of the product internally and externally, and will be responsible for consulting all parties involved in customer journey.

Duties and Responsibilities include:

- Accurate data entry of customer application forms with detailed review to ensure legitimacy and accuracy.
- Liaising with customers to ensure completeness and accuracy of new customer documentation.
- Customer query resolution, dealing with a range of support and financial queries.
- Monitor and escalate any technical issues to internal/external technical support.
- Attend and minute regular meetings with stakeholders, keep action logs and monitor new projects.
- Monitor and test the product regularly to ensure it's functioning as it should.
- Assist in the deployment of the product internationally.
- Oversee daily fund movement and reconciliation for the product escalating any issues as required.
- Monitor unusual transactions and ensure the fraud system is functioning as expected.
- Maintain accurate and timely records for efficient reporting of all matters relating to the product.
- Provide a monthly report to Senior Management detailing technical reviews, new opportunities, and Partner Profile/Program progress.
- Deliver training to customers and colleagues where required.
- Help the organisation understand industry trends, growth opportunities and new product development opportunities by relaying user needs and buying behaviour.
- Remain current and knowledgeable on all products, software and services.





The Successful Graduate:

Will be able to evidence...

- A 2:1 degree.
- Strong IT skills including Microsoft Excel at an advanced level.
- A bright, hungry, and driven personality, essential for working in this dynamic environment.
- Natural communication skills both on the phone and in person.
- The ability to approach problems in a thorough and logical manner.
- The confidence to work closely with senior individuals both internally and externally.
- Ability to think outside the box and find solutions that could help change the business in the long run.
- The ability to work proactively within an indirect supervision environment will also be required.
- Strong team-working skills to pull together necessary resources to deliver what is required for our customers.
- Desire to work in the FinTech space and drive forward change.
- Living within a reasonable commute of Reading.

Benefits:

At UTP we recognise that our employees are our greatest asset and we like to reward your hard work with benefits that we think you will love!

Our aim is to continually support you in work, but out of work too. Here is a glimpse at what's on offer:

For your Pocket:

- Enhanced pension contributions.
- Discounts & Freebies on food / drink / tech / gadgets / entertainment and much more!
- Free eye tests with Specsavers.

For fun:

- Last Friday of the month – drinks on us!
- Quarterly team building event.
- Annual awards ceremony.
- Friday breakfast.
- Day off on your Birthday!

For your Wellbeing (Mind, Body & Soul) something for everyone:

- Access to our Employee Assistance Programme (offering confidential support and guidance).
- Access to our online workout platforms (HIIT).
- Access to our meditation, hypnosis and yoga platforms.

For your continued Development

Access to our online learning platform.

Note: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process and we would aim to reach agreement on any changes.

Due to the nature of our business all prospective employment offers will be subject to a satisfactory disclosure from the Criminal Records Bureau in accordance with the Rehabilitation of Offenders Act 1974 and the Police Act 1997.

