

Vacancy

Product Manager / Business Analyst

Department/Business unit

Project and Process Unit 40 hours - Amsterdam or Cardiff

Our organisation

Atradius is a global provider of credit insurance, surety and collection services, with a strategic presence in over 50 countries. The credit insurance, bond and collection products offered by Atradius protect companies around the world against the default risks associated with selling goods and services on credit. Atradius is a member of Grupo Catalana Occidente (GCO.MC), one of the largest insurers in Spain and one of the largest credit insurers in the world. You can find more information online at <https://group.atradius.com>.

Unit

The Process and Project Unit (PPU) has a key responsibility to steer business change and transformation by achieving customer success and delivering service excellence. The goal of the unit is to boost the change agenda of the organisation and to increase efficiency and performance by improving business processes, as well as managing the project portfolio of Atradius. PPU is built on 4 pillars being Project and Portfolio Management (PPM), Process Excellence (PEX), Business Experts (BEX) and business transformation (BT), which work closely together in order to achieve the goals.

Job description

As a product manager / business analyst in our business expert team, you will play a key part in building and improving the online customer-facing platforms, from improving conversion to introduce entirely new product propositions, you will be at the forefront of helping to grow our customer facing platforms and related business lines around the world.

To support the further development of our customer facing platforms, you will apply the following tasks and responsibilities:

Main responsibilities

- You act as a bridge between technical and business worlds with strong stakeholder management skills.
 - Mainly focused on customer experience, you have a keen eye for detail and a holistic mind-set in order to develop the optimal end-to-end journey for your product.
 - You have a deep understanding and empathy for customer needs and apply a customer-focussed approach when driving business improvements.
 - Understand user behaviours through measurement of key performance data and analytic trends in order to create evidence based user journeys and prototypes.
 - Discover and analyse product requirements to industry standards and define acceptance criteria to support a successful product roll-out.
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- Making product and business improvement decisions based on both quantitative and qualitative data with the ability to clearly articulate them to a wider audience.
- Ensuring requirement continuity and traceability into detailed functional specifications and supporting the business change lifecycle.
- You will work with internal and external teams around development, UX design, product and marketing to plan, build and launch high quality product experiences that simplify and enhance the way customers use our services online.

Job requirements

- University Degree in a relevant area
- Strong passion for online B2B services and product development
- Experience as a product manager and/or business analyst in the financial service and/or insurance sector, preferably Credit insurance
- Knowledge and/or experience with commercial services and applications (e.g. policy administration, output, invoicing, Sales & Account management)
- A good foundation and/or Experience of Service Design, UX and Agile Methodologies
- Demonstrated ability to conduct stakeholder interviews, elicit requirements and document user requirements
- Experience creating requirement artefacts, user stories, acceptance criteria, use cases, process flows, and other related artefacts
- Experience in working with UX design agencies and technical suppliers
- Excellent communication skills; ability to engage stakeholders on all levels and adjust style based upon audience and effectively communicate across business and IT teams
- Capability to work within a multidisciplinary and multinational environment, together with internal and external team members
- Willingness to travel
- Fluent in English (verbal and written), Dutch is beneficial

Following knowledge and/or experience is considered beneficial

- Familiar with Jira and confluence
- Familiar with Business Process Management
- Familiar with the Oracle Fusion Middleware Suite

We are looking for someone who

- Has an interest and ambition to work in a challenging international environment with multiple stakeholders
- Is a problem solver and service orientated
- Is analytical, open minded and able to connect the dots and has good organisational skills
- Has well developed communication skills, presenting effectively and persuasively at all levels

What we offer

- A fulltime position
- A great and challenging place to work: international, dynamic, transparent and friendly



- A collegial and fun environment
- A unit in which you can play a significant part in further developing and support the Atradius business transformation
- An environment for our people where they can realise professional growth

Office Location

David Ricardostraat 1
1066 JS Amsterdam
The Netherlands

Contact Person and Contact Details

Interested? Please send your CV and motivation letter to Cleo Glerum HR Business Partner:
Cleo.glerum@atradius.com.