

Position Description – Implementation & Project Manager

DIVISION & TEAM	Product Customer Success	REPORTS TO	Head of Customer Success (or any other position as determined and advised by JSCL)
BAND	G		
FUNCTIONAL RELATIONSHIPS	<i>INTERNAL</i> <ul style="list-style-type: none"> • <i>PRODUCT BUSINESS UNIT</i> • <i>OPERATIONS BUSINESS UNIT</i> 	<i>EXTERNAL</i> <ul style="list-style-type: none"> • <i>JADE THIRDEYE CUSTOMERS</i> • <i>CUSTOMERS THIRD PARTY IT TEAMS</i> • <i>OTHER THIRD PARTIES</i> 	
DOES THIS ROLE HAVE DELEGATED AUTHORITY?	NO		

1. ROLE PURPOSE

The Implementation & Project Manager is responsible for leading the successful delivery, implementation, and continuous improvement of Jade ThirdEye (3i) projects.

This role ensures projects are executed efficiently, aligning technical capability with customers and regulatory requirements. The Implementation & Project Manager acts as a bridge between customers and internal Customer Success, Product, Engineering, Sales teams, ensuring solutions are robust, compliant, and deliver measurable value to customers.

This position requires a balance of project delivery discipline, technical understanding of 3i, and strong relationship management skills. The ultimate goal is to ensure every implementation and enhancement contributes to a secure, efficient, and compliant ecosystem that supports customers in meeting their AML obligations.

2. KEY ACCOUNTABILITIES & EXPECTATIONS

Customer Advocate

- Act as a key point of contact for customers throughout the implementation and project lifecycle.
- Understand customer objectives and ensure project outcomes align with their desired outcomes.
- Build trusted relationships with customers through proactive communication, transparency, and follow-through.
- Gather customer feedback to inform product improvements and identify opportunities for added value.
- In this role you will liaise effectively on a regular basis with Software Engineers/Delivery and Operations teams to resolve any issues or improve the service to a customer.
- At all times act with a customer centric focus.

Requirements Analysis

- Collaborate with customers and internal teams to capture and validate business, functional, and regulatory requirements.
- Translate AML compliance and operational needs into clear, actionable user stories or project deliverables.
- Support impact assessments and change management processes for new regulatory or product requirements.
- You will analyse user requirements and provide advice to customers and internally, on how the product can be used to meet user requirements, identifying where gaps exist and how they may be catered for either by change of process or system customisation. In the case of additional functionality being required, you will produce comprehensive documentation clearly detailing the user's requirements.

Technical Leadership

- Be the subject matter expert on Jade ThirdEye, supporting Customer Success, external Customers, and all areas of 3i.
- Take the lead on Jade ThirdEye matters where required.
- Identify technical risks early and coordinate mitigation strategies with relevant stakeholders.
- Assist the Head of Customer Success as required with respect to key tasks critical to the success of the JTE team and with a customer centric focus.
- You will be responsible for mentoring and training new and existing Jade ThirdEye team members.

Implementations & Projects

- Lead end-to-end delivery of customer onboarding, system integrations, and enhancement projects.
 - Develop detailed project plans, milestones, and timelines, tracking progress through agile or hybrid methodologies.
 - Drive alignment between business goals, compliance requirements, and technical execution.
 - Manage stakeholder reporting.
 - Be responsible for the implementation of the product end-to-end as required. This includes understanding the user's requirements, configuring, and tuning the software, providing support to the customer during acceptance testing, Go Live and post Go Live until handover to BAU support.
 - Ensure post-implementation reviews capture lessons learned and continuous improvement actions.
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Flexibility

- You will be flexible with hours of work and fit in with other team members to cover the support hours of 8:00am to 7:30pm weekdays. You may also be required to cover hours outside this time as advised by your People Leader.
 - Support multiple projects simultaneously while maintaining quality and accountability.
 - Operate effectively in a dynamic SaaS environment with cross-functional and remote teams.
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Continuous Improvement

- At all times view work through a Continuous Improvement lens with a focus on product processes and documentation.
 - Assist the Head of Customer Success in identifying and addressing scalability to be able to better support our customers.
 - Participate in testing and qualification of in-house and customer products.
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Support

- Assist the Customer Success team in providing BAU support when required.
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Jade Values and Culture

- You know our values, what they mean to us and behave in line with them
 - Your feedback regarding your behaviour in line with the values from your stakeholders is positive.
 - You seek feedback on areas where you might feel challenged
 - You keep up to date with our vision and purpose, strategies, and priorities.
 - You ask questions if you don't understand and challenge when you have different ideas
 - You behave in line with our policies, procedures, and legislative obligations
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Personal Development

- You have an established training and development plan, in consultation with your People Leader and you commit to delivering against it each year.
 - You engage in regular development conversations with your People Leader and actively work on areas of your development.
 - You will attend training sessions as required.
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Safety & Wellness

- You actively participate in and support safety and wellness initiatives.
 - You understand and comply with our safety and wellness policies and procedures including emergency procedures.
 - Report all accidents and incidents, including discomfort and near misses promptly.
 - You keep your work area tidy and clear of clutter and hazards.
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Other duties as may be reasonably required from time to time.

3. PERSON SPECIFICATION

	ESSENTIAL	PREFERRED/DESIRABLE
Education/Training	<ul style="list-style-type: none"> • Minimum level 6 IT qualification (2-year diploma). • A relevant Project Management Qualification (e.g., Agile Project Management or PRINCE). 	<ul style="list-style-type: none"> • Relevant ITSM knowledge and/or ITIL 4 Foundation qualification. • A relevant computer science degree. • ACAMS Certification or similar AML qualification.
Experience/Knowledge/Skills	<ul style="list-style-type: none"> • 5 + years post study work experience in a relevant field. • 2 years project management experience. • Experience dealing with customers e.g., IT help desk, customer service, minimum of two years' experience. • Experience in interfacing between business and technology. • High level of computer literacy. • Excellent verbal and written communication skills. • Excellent attention to detail and conscientious approach to work tasks. • Strong documentation skills. • Strong organisational skills. • Collaborative team player. • Ability to build strong relationships across all levels of the organisation. • Tenacious in mindset. 	<ul style="list-style-type: none"> • Experience within the Product sector. • Knowledge/experience in the technology industry. • Knowledge/experience in the Financial Crime Sector. • Presentation skills. • Leadership skills. • Training/coaching skills to smaller and larger groups. • 1-2 years' experience working in JTE Customer Success.