



Become **Customer Journey Manager (All Gender)** Our Team in Hamburg is waiting for you.

We believe your interests to be equally important as the ones of your team. This is why you can achieve even more with us. Sounds good? Then you are just right with us.

Our promise

We help people move forward every day. We encourage you to develop your own ideas and offer an open company culture where everyone respects each other irrespective of hierarchy. You'll meet a variety of different people, living our values all day every day to do the best we can with integrity and excellence for our customers and stakeholders. Join our team for a diverse working experience and bring your personal contribution to our brand.

Your Part

- You take responsibility for the process landscape of various customer journeys and create great customer experiences - digital and analog.
- You act as a driver in cross-functional teams, ensuring that our customer processes meet the highest standards from end to end.
- You move forward with the transformation of both internal and customer-oriented processes.
- You ensure that all relevant governance, control and quality monitoring mechanisms are established, adhered to and continuously improved to ensure an excellent customer journey.
- With data-based analyzes you will always find new ways to continuously improve our organization and processes.
- You motivate groups and individuals to work together to deliver the best possible result together.

What you're made of

- If your heart beats for the best customer service, you have experience in developing digital customer experiences and you can design transformation projects, then you are the right person for us.
- You can show success in Operations & IT.
- You are good with numbers and with people.

- As we as a bank are also subject to strong regulations, previous experience in the area of banking and regulation is advantageous. At least you should be able to familiarize yourself quickly with this part of banking.
- You are also strongly driven by implementation and are not afraid to help yourself.
- You are confident in working with senior stakeholder and can get to the heart of complex and larger issues.
- You are fluent in English and German.

About us

We're not an average bank. We're Barclaycard: modern, diverse and digitally minded. As one of the country's leading credit institutions, we have over 700 employees based in Hamburg. For the past 30 years, we have been offering our customers flexible payment options and helpful financing solutions that have resulted in over 1.4 million customers.

Interested? Perfect

Send us your application with your resume and a cover letter with your salary expectations and earliest starting date to karrieraussichten@barclaycard.de, quoting reference 018/2021.