



New work, new you



We're looking for a Digital Customer Service Transformation Manager (ALL GENDERS)

We all enjoy meeting people who are full of new ideas and always looking to improve themselves. And that's also true at Barclays – because we're not your typical bank. Just like you, we're full of energy and love forging new paths.

You can have a real impact at Barclays and help shape the company's future. Not only do you have the opportunity to develop your own skills, but you can also help your team progress and drive the company forward. Set your career free: we offer flexible working arrangements, the opportunity to change position and even assume leadership roles — no avenue is off limits. So, are you ready to take the next step? Start your new and exciting journey at Barclays.

What will you be doing

- Work closely with other departments in cross-functional projects to ensure we deliver a coherent and consistent E2E customer experience both in the digital and the non-digital world
- Be the operational owner for solution design, business case and related KPIs and operational readiness in strategic change projects
- Use analytical and data-driven approaches together with appropriate stakeholder management to achieve project targets
- Ensure strong alignment with both customer service and business intelligence team to use customer feedback for optimization
- Encourage groups and individuals to work collaboratively by focusing on the common purpose of the project

What we're looking for

- Proven track record in leading digital operational transformation processes
- Structured understanding of data being able to assess product opportunities starting from customers' problems and transforming them into actionable outcome
- Knowledge about IT trends that shape our and other industries as well as ability to leverage them to drive business value
- Being obsessed by customers' feedback as one of the main drivers for product assessment and hypothesis validation
- Welcome personal feedback and seek for it in order to learn, coach and grow
- Hands-on and proactive attitude
- Ability to influence senior stakeholders, even in a very large & complex organization
- Fluency in English language

Skills that will help you in the role

- Experience in banking products and regulation is a plus, at minimum, you need to be able and willing to become an expert in this field quickly
- Numerate and financially literate equally a plus being able to understand and contribute to the business discussions
- German language skills also a plus since we are a German based organisation

What Barclays is all about

People are at the heart of everything we do at Barclays — both our customers and our employees. Giving people the opportunity to realise their full potential is incredibly important to us. Each and every one of our employees helps shape and enrich our unique corporate culture.

A creative and diverse team is precisely what makes our mission possible, which is to reinvent payments and finance and give people the freedom to live how they want. More than 1.5 million customers are already benefiting from our renowned credit cards, instalment loans and even our brand-new financing offer in partnership with Amazon. It's no surprise then that we're one of Germany's leading online banks with more than 700 colleagues in Hamburg.

What you can expect at Barclays:

- An Inspiring team and the Barclays' team spirit
- A competitive base salary
- A flexible budget to use at your discretion (including an HVV ProfiTicket for public transport, payments to employee savings schemes and other solutions)
- Significant employer contributions into a company pension scheme
- Company sports and fitness activities at special rates
- Bonuses on special occasions
- Up to 8 free tickets per season for the Barclays Arena
- 30 days annual leave (for a 5-day week)
- 2 work days available for community involvement, charity work or social outreach

Apply now

We're looking for colleagues who are bursting with new ideas and are also full of energy to put them into practice. If you're interested in joining our dynamic team and helping Barclays develop, we would love to meet you. Please send your application to karriereaussichten@barclays.de, complete with all required documentation (CV, certificates & references). Please also indicate your expected salary, earliest possible start date and include the following reference number: 005/2022.