



## **Platform Operations Analyst**

### **About us:**

Tally is an exciting FinTech, transforming the way we all view money forever. At Tally we want to give customers a choice. We believe people deserve to use money that holds its value and remains in their control. This is fundamental to an individual's financial wellbeing and more broadly promotes savings and productivity in society.

Tally is a full reserve banking platform that uses physical gold as asset-based money. Tally as a digital currency is available to save, send and spend seamlessly through the existing global banking ecosystem. Customers receive individual bank accounts denominated in Tally, accessed via a smartphone banking app and with a debit card to use Tally around the world.

Building on our expanding customer base, we have exciting plans for further expansion and growing a world class winning team. We are looking for positive people with integrity, intelligence and a strong work ethic. You will have an amazing opportunity to join our exciting, dynamic and fast-paced culture. We are looking for extraordinary people to help deliver our extraordinary vision.

At Tally we respect each other and are driven by the same core values:

- We are driven by shared inspiration, innovation and advantages that Tally delivers for the general public and their financial ecosystem.
- We share an obsession about our customers and work with a sense of urgency to achieve our ambitious plans.
- We love to collaborate, stretch and support each other and laugh together.
- We set ambitious yet achievable common team goals and use OKRs to measure our progress. We never stop learning and celebrate our successes together.

Being part of Team Tally and sharing our values is important to us.

### **Role: Platform Operations Analyst**

We are looking for a high performing individual to join Team Tally as a Platform Operations Analyst.

This role is the perfect opportunity to join a fast growing team reporting to the Platform Operations Manager.



The successful candidate will work across all areas of platform operations, including onboarding and KYC, fraud prevention, detection and resolution, client payments review, execution and settlement, as well as supporting customers with payment and account related queries.

**Responsibilities:**

In this role you will be working alongside our in-house product and customer success teams in an interesting and varied role.

Your typical day will involve:

- Managing the customer onboarding process, reviewing customer applications, ensuring the validity and accuracy of provided data, review of documentation and subsequent customer communications in regards to their application;
- Conducting the regular renewal and review of customer KYC and CDD in line with regulatory requirements;
- Conducting ongoing transaction monitoring, proactively identifying and investigating suspicious transactional activity;
- Assisting customer success in regards to transactional and account based queries;
- Proactively identifying and documenting customer typologies and fraudulent use cases;
- Drafting and recording of Suspicious activity reports (SARs);
- Supporting reconciliation, audit and regulatory filing processes;
- Supporting and liaising with the product team in the development of internal platforms as well as app testing;
- Continuously looking for opportunities to improve payments and compliance operations processes.
- Investigating trends in customer behaviours using data analytics tools, this information can then be used to fight financial crime or find more of our best customers!

We are growing rapidly, but remain a small company in which teams are required to contribute to many aspects of their roles and wider business. The rate of change is fast and the role may require other work undertaken and sometimes at a short notice.

**What we look for in your professional skills:**

You are likely to be educated to degree level or equivalent, with excellent communication skills and possess the ability to 'get things done' in a flexible, dynamic organisation without having to rely on line-authority over other team members.

You are a results-oriented and high performing individual with the ability to build relationships with people at different levels.



You are autonomous, proactive and self-motivated and can work independently as well as part of a team, and can demonstrate the following:

- Good organisational skills and ability working to tight deadlines
- Excellent analytical and time management skills
- Ability to work effectively with a sense of urgency
- Passion for delivering high quality customer experiences
- Strong verbal and written communication skills
- Experience working in team oriented and fast paced environment
- Ability to communicate effectively and efficiently across a multi-disciplinary team
- Excellent stakeholder management skills and feel at home interfacing between technical and non-technical teams
- Good attention to detail with ability to handle large volume of information, logically analyse and interpret multiple data sources
- Thoughtful systematic approach and demonstrable experience in delivering against set goals
- Experience with technology, and are comfortable with working with a number of different tools
- You are a keen researcher with a sharp eye for detail and a pragmatic approach to problem solving

Prior experience in the financial industry is a bonus but not mandatory so long as you want to develop new skills and knowledge.

The role will involve being flexible to work over the weekend, as there is a rotating shift pattern. This involves earlier shifts from 8.30am to 4.30pm, Saturday shifts from 9.30am to 5.30pm and later shifts from 11.30am to 7.30pm, depending on the shift you are on; you will be expected to be in the office between 3 and 4 days a week. Please be aware that these shifts are subject to change based on customer volumes.

### **What you can expect from us**

- Salary Range: £24,000- £26,000 based on experience, as well as the opportunity for equity in the company
- 25 days annual leave
- A mix of working from home and within a fun and vibrant office environment
- Regular team lunches and socials
- Opportunities for personal growth, professional development and further training
- An increasing list of staff benefits as the company scales
- Competitive workplace Pension Scheme

You will receive comprehensive training to develop your understanding of Tally and your knowledge of our in-house systems.



Here at Tally we passionately believe in what we're doing and the positive difference we can make to people's financial wellbeing and society in general. We encourage any potential applicants to sign up for a Tally account and experience the many benefits Tally offers so you can fully understand the essential role we are playing alongside the current monetary system.

Tally is an Equal Opportunity Employer and does not discriminate on the basis of race, religion or belief, colour, sex or gender identity, sexual orientation, age, disability, national origin, marital status, or any other basis (covered by appropriate law).

If you're interested to find out more, please send a copy of your CV along with a cover letter outlining your suitability for this role to [saskia@tallymoney.com](mailto:saskia@tallymoney.com) and we'll be in touch!