VP, Head of Payments

CLARIEN

This position will work closely with the Chief Banking Officer & Chief Wealth Management Officer and other key stakeholders to manage, develop and evaluate Clarien Bank's Payments business and product suite comprising Merchant Acquiring (Point of Sale "POS" and Electronic Commerce "E-Commerce"), ATM Network and Cards Issuing (Debit & Credit).

Key Job Accountabilities

- Lead responsible person for the Bank's Payments business operations including client service (in coordination with business units), relationships with key product, network and service providers, mandate adherence and related administration.
- Work closely with business leads to develop and execute strategic and product plans to support the Payments business and the Bank's overall business objectives.
- Monitor performance of products, clients and transaction volumes and work with marketing and business teams to develop campaigns to drive acquisition, activation and usage.
- Lead a team of staff and manage relationships with external service providers.
- Reporting on product & channel performance and profitability.
- Conduct periodic market and competitive analysis.
- Create and maintain product information guides and facilitate training and product knowledge updates to staff, clients, and key stakeholders.
- Ensure that all key stakeholders are involved in the development of products and that appropriate SLAs are in place to support the delivery of existing and new products
- Coordinate with internal client facing business units, IT and Operations sections to ensure quality client service, operational efficiency and effectiveness.
- Build and maintain partnerships with key vendor partners such as VISA, MasterCard, and card processing & e-Commerce partners to ensure optimal operations and effectiveness at all times.
- Ensure policy, process, procedure, and controls are documented and maintained.
- Execute other projects that may be assigned from time to time.

Key Job Requirements

- Education: Bachelor's degree required.
- Work Experience: Minimum of 5 years of POS/ecommerce payments experience.
- High degree of quantitative/analytic reasoning capabilities and problem solving abilities.
- Ability to think strategically, implement tactically and work across functions.
- Candidate must have strong understanding of the financial services industry specifically within card, network payments channels and POS/e-commerce segments as well management experience leading operations, sales and product management activities.
- Excellent relationship and verbal and written communication skills and be a team player who thrives in a high pressure environment.
- Experience in developing clear policies, procedures and risk management and control frameworks.
- Strong decision making skills and ability to adapt to changing priorities and efficiently manage multiple tasks simultaneously.
- Background in leading presentations to executive, peers, clients and other stakeholder groups.
- Proven track record in delivering positive financial results for a financial institution or within the digital payments sector.

Clarien is an equal opportunity employer and offers a competitive compensation package commensurate with qualifications and experience.

Please submit a detailed cover letter and resumé no later than November 4, 2026 to:

Human Resources Department
25 Reid Street, Hamilton HM 11 P.O. Box HM 665, Hamilton HM CX
Email: jobs@clarienbank.com

We sincerely thank all applicants for their interest. Only those candidates under consideration will be contacted. For information on how we process your personal information, please visit our website Privacy Statement at https://clarienbank.com/privacy-statement.

Clarien Bank Limited, through its wholly owned subsidiary companies, is licensed to conduct bank, investments, corporate services and trust business by the Bermuda Monetary Authority.