

Customer Onboarding

About Carbonplace

An exciting opportunity to rapidly scale and shape a start-up committed to driving climate action. Carbonplace is a global carbon credit transaction network that will enable the simple, secure, and transparent transfer of certified carbon credits. Developed by a group of financial institutions, Carbonplace's unique blockchain-enabled distributed ledger technology will enable the trust, transparency, and accessibility required to open the voluntary carbon market to the world and accelerate global climate action. In joining this new & unique venture, you will engage with teams that have a startup mindset without the worry of associated start up risks. You will be working with a consortium of financial institutions with a core objective of executing MVP and Series A funding.

About This Role:

Carbonplace are seeking a highly ambitious and motivated Customer Onboarding professional to lead our onboarding team. The successful applicant will work with sales globally with specific focus on onboarding new banks to the Carbonplace platform. We are looking for an individual with extensive onboarding experience who is passionate about driving the transition to net-zero.

Responsibilities:

- Play a vital role in the team leading the onboarding of new clients to Carbonplace
- Manage the process for clients, ensuring a smooth and successful implementation
- Support the go-to-market strategy and take a lead role in business development
- Grow Carbonplace's market position and drive profitability
- Liaise with leadership and write up weekly/quarterly/annual reports
- Analyse elements of the user experience and recommend product solutions to improve adoption rates
- Build the UK team structure and assist with the hiring, interviewing, and onboarding new employees
- Drive more functional collaboration across internal stakeholders and implement processes to reduce operational deficiencies
- Understand the main business driver of current and potential clients
- Support client communication and marketing activities
- Continually immerse yourself into the Carbon Credit Markets, Blockchain and Crypto industry; attending meet-ups, industry events, and other in-person meetings to deepen relationships,

Location and Commitments:

We offer hybrid working, with a minimum of 2-3 days a week in the City of London office. This role will require frequent travel.

Candidate Requirements:

- 3+ years' experience in Customer Onboarding, or Product roles at a fintech, blockchain, crypto, technology, e-commerce, payments, sustainability or financial services company
- Experience with bank payment processes and emerging settlement technologies favourable.



- Able to thrive in a fast-paced start-up environment: proactive, self-motivated, results-oriented, and organized
- Demonstrated ability to build networks of relationships.
- You take a collaborative approach and have excellent interpersonal and communication skills.

Important information:

- A degree or equivalent professional qualifications are preferred, although not required.
- We are hoping for someone who can join Carbonplace promptly, commencing in this role from Q4 2022.

Remuneration & Benefits:

Competitive based on experience.

