

BUSINESS-LED. PEER-POWERED COMMUNITY.

# Fin.Tech

MARKETING

## Job Description

Company Name: FinTech Marketing Community

Website – [www.fintechmarketingcommunity.com](http://www.fintechmarketingcommunity.com)

### Company Description:

The FinTech Marketing Community is a start-up, fast growing, award-winning, global, peer-powered network that unites business and marketing leaders across B2B and B2C in financial services and technology. Our all-in-one comprehensive platform empowers members to expand their professional networks, share insights and best practices, access top-tier training and coaching, and accelerate career growth through a dynamic mentoring program.

Additionally, our Flagship Conference, Global Awards, Business Matchmaking and FinTech Marketing Connect programmes enable members to engage with leading marketing solution providers, fostering strategic partnerships, driving meaningful collaborations, and unlocking new growth opportunities.

Through our community platform, members gain exclusive access to discussions and insights on client acquisition, growth, retention, and go-to-market strategies and planning, helping them stay ahead in a rapidly evolving market.

With thousands of members across 100+ countries, over 80% are senior C-suite decision-makers from financial services including banks, broker dealers, and technology firms, including FinTech, WealthTech, RegTech, InsurTech, PayTech, Crypto, Capital Markets, Trading, Embed and Open Finance, Buy-Side and Sell-Side firms.

Job title: Project & Operations Manager

Days: 5 days a week (9:00 am – 5:30 pm); UK time

Role: Full Time Contract

Location: Remote

Report to: CEO



## Overview:

As our Project & Operations Manager, you'll own the end-to-end delivery and performance of our HubSpot infrastructure, continuously optimizing the client journey and ensuring seamless alignment across marketing, sales, product, and service teams.

You'll also serve as the strategic driver of operational client delivery, overseeing project timelines and cross-functional execution to ensure the highest standards of client experience and ensuring projects get delivered on time and within budget.

## Key Responsibilities

- **HubSpot Leadership:** Own and manage all HubSpot Hubs (Marketing, Sales, CMS, Operations, and Service) to enhance automation, workflows, and campaign performance.
- **Agency Management:** Work closely with the HubSpot Certified Agency as and when any development support is required.
- **Client Journey Optimization:** Design, map, and improve the full lifecycle—from acquisition to retention—across our digital community platform.
- **Project Management:** Lead and track delivery of cross-departmental projects, ensuring timelines, accountability, and KPIs are met.
- **Operational Excellence:** Implement scalable systems and processes that support seamless collaboration across marketing, community, and customer success teams.
- **Platform Improvement:** Continuously assess and upgrade the website and community experience in alignment with business goals and user needs.
- **Data & Reporting:** Monitor analytics and generate actionable insights to improve conversion rates and client engagement.
- **Documentation & Training:** Maintain detailed documentation of all systems, workflows, and processes. Provide regular staff training to ensure smooth adoption and understanding of new tools and procedures.
- **Cross-Functional Collaboration:** Partner with key stakeholders including the CEO, marketing, community, and customer service teams to prioritize strategy.

## Requirements

- 8–10 years' experience in project management, product management, operations, technology or related roles, ideally in a FinTech, marketing agency, or membership-based environment.
- Certified in all core HubSpot Hubs: Marketing, Sales, CMS, Operations, and Service.
- Proven experience in managing client journeys and optimising end-to-end CRM workflows.
- Strong project management expertise (PMP, Prince2, or equivalent certification is a plus).
- Experience in working on Project Management Software Platforms like Asana would be a plus OR similar tools like Monday.com or Trello would be an advantage
- Working within a FinTech industry or Marketing Agency or membership environment would be definitely a big plus.
- Experience working in remote-first teams and managing cross-functional projects.
- Excellent analytical, communication, and leadership skills.
- Excellent written, verbal and oral communications skills

## Bonus Points

- Familiarity with community engagement strategies.
- Previous work with virtual training platforms, B2B campaign delivery, or SaaS platforms.
- Strong understanding of customer segmentation and personalization in HubSpot.

### Why Join Us?

- Be part of a global, peer-led, mission-driven community transforming the way marketing is done in FinTech, Financial Services & Technology.
- Work closely with senior business & marketing leaders and high-growth partners.
- Lead and shape the marketing and events strategy during an exciting growth phase.
- Flexible, virtual-first environment with team members across continents.
- Mission-driven, collaborative culture that values initiative and innovation.

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