



Automations Delivery Manager at **UBIO**

Full time. Remote working.

We are **UBIO**. We connect the web.

UBIO has built the **Automation Cloud**, a platform which can robotically perform any online task such as reserving a hotel for your trip to New York, booking the flight to get there and applying for a credit card to pay for it all. **UBIO** is fundamental to realising the ambition for the Semantic Web, where machines can interpret and operate on all the web's resources.

We provide solutions for businesses in the travel and financial services markets. For travel aggregators and metasearch we provide key availability data and enable their customers to directly buy tickets or book rooms on any airline, hotel or online travel agent. For price comparison websites, we provide the ability for their users to buy insurance, loan or utility products directly on-site or in-app. We recently opened up the Automation Cloud so developers can easily create their own APIs to automate anything.

There's a lot more about us on our websites, <https://ub.io> and <https://automation.cloud>.

UBIO is eight years old and currently has 29 employees, a mixture of engineers, product, commercial and support staff. We've raised £10m to date, were part of Techstars in 2015 and the MasterCard Start Path programme in 2016. We recently raised a substantial new strategic investment from our client, Trivago. Our growth is powered by automating transactions for clients including **Google, KAYAK, Trivago, TickX** and **ClearScore**.

How we work

Our team currently works remotely, however there is a plan to arrange an occasional office/meeting space in London in the future. This role will therefore mainly be remote, but there may be opportunities to meet or work with the team in London too.

We have a team in Romania and teammates in Europe and all over the UK. We operate a flexible working policy and offer employee share options to all employees and, if you're in the UK, private healthcare and a pension.

Diversity at **UBIO**

UBIO is inclusive, and we believe diversity drives creative innovation. Our products connect and make sense of information on the web, whatever its source. Similarly, we're striving to build a culture that reflects all corners of the community. We've embraced a commitment to diversity and inclusion where everyone feels empowered to involve themselves regardless of their gender identity, race, age, sexual orientation or background.

The role

As Delivery Manager, and part of the Customer Success team, you will use best practices to ensure tasks are issued and followed through efficiently as well as with alignment to UBIO's commercial objectives.

Our Automation Team, builds, optimises and maintains all the Automations our customers use which makes their work directly connected to our customers' needs and UBIO's revenue. We need a person who is able to assess priorities based on multiple teams needs (Customer Success, Implementation, Support) to assign tasks logically and follow them to completion.

Just as importantly, you will collect data on the team's efficiency and liaise with the head of the Automation Team and Product Manager to remove any obstacles the Automators may face in delivering new or improved Automations.

Your responsibilities will include:

- **Prioritisation**
 - Work with Customer Success team and Automation team members to wisely assign tasks in priority order
 - Assess progress and efficiency gains daily
 - Assess delivery timelines and advise the CS team for customer updates
- **Process**
 - Assess and review work allocation and completion processes
 - Advise and implement efficiencies into existing or new processes
 - Ensure all tools used are optimised for the processes in place
- **Communication and visibility**
 - Collate efficiency and progress stats on a regular basis
 - Ensure visibility of progress is available for the team and customers
 - Ensure delays and setbacks are communicated to affected parties
 - Ensure escalation is communicated, documented and managed effectively
- **Connect**
 - Meet with A team members and CSM regularly to learn about customer challenges and future workloads
 - Meet with Product Managers to explore improvements that can add efficiency and speed to delivery.
 - Speak to customers when needed to gather additional information or give status updates
- **Value**
 - Increase overall productivity through process improvements and commercially driven prioritisation
 - Increase visibility for customers and stakeholders on progress and timelines
 - Improve the Automators ability to plan and manage their workloads

You have

- Very good level of English, spoken and written
- Knowledge of and experience in Project Management methodologies
- Experience in a process driven environment
- Some basic technical knowledge of API responses, HTML/CSS and Javascript

It would be great if you also have:

- Experience with APIs, connectivity and Automation products
- Understanding of the SaaS and Enterprise customer environment
- Experience with e-commerce or hospitality customers
- Romanian as a first or second language

How to apply

If this all feels right for you, we would love to talk to you. Please send CVs and links to other resources (e.g. linkedIn, portfolios) to **careers@ub.io**.