

Title: Partnership Manager

What you'll be responsible for:

1. Customer Relationship Management:

- Maintain and enhance relationships with existing customers, ensuring their needs and expectations are met.
- Act as a primary point of contact for customer enquiries and issues, providing timely and effective resolutions.
- Implement strategies to enhance customer retention, ensuring high renewal rates and proactively engage with customers to encourage long-term loyalty.

2. Business Development and Sales:

- Identify and pursue new partnership opportunities to expand the company's reach and customer base.
- Develop and implement sales strategies to achieve growth targets and increase revenue.
- Create and deliver compelling presentations and proposals to potential partners and customers, showcasing the value of our programmes and services.

3. Network Growth and Account Management:

- Strategically grow and manage the network of partners, including schools, educational institutions and other stakeholders.
- Oversee the onboarding process for new customers and partners, ensuring a smooth transition and integration.
- Gather and analyse customer feedback to continuously improve services, maintain high levels of customer satisfaction.

The type of person we're looking for:

- You are an excellent communicator capable of building and maintaining strong relationships with customers and partners.
- You have strong connections with schools across the region and beyond.
- You love to learn and get excited about supporting teachers to improve and develop.
- You are customer-centric, dedicated to meeting customer needs and fostering loyalty.
- You are a strategic thinker with the ability to capitalise on new opportunities and are experienced in growing networks.
- You have a keen attention to detail, are able to prioritise effectively, thrive in a busy environment and juggle multiple tasks at one time.
- You fit in well with our close-knit team and quickly build strong relationships with everyone.

Package:

- Annual salary dependent on qualifications and experience
- Holiday entitlement of 25 days per annum plus bank holidays
- Discretionary annual pay review
- On-site parking when in the office

Applications:

If you are interested in applying for this exciting new opportunity, then please email your CV and a covering letter to recruitment@gatewayalliance.co.uk