Job Title: Engagement Partner (EP)

Reports To: Head of Partner Success
Direct Reports: N/A
Salary: Competitive
Location: Hybrid – North-East Based / Willing to travel to partners
Employment Type: Full-Time

Job Summary

As an Engagement Partner (EP), you'll play a key role in nurturing and growing strategic relationships with our partner universities. You'll ensure they receive maximum value from our services while identifying and driving opportunities for growth and innovation.

This role requires a strong commercial mindset, the ability to understand each partner's unique needs, and the drive to create impactful, long-term value for both the partner university and our business.

You'll collaborate across the business working closely with our Marketing, Data, Finance, and Customer Support teams to deliver seamless service and exceptional results.

Key Responsibilities

Account Growth:

- Meet and exceed account growth targets and KPIs.
- Identify and develop growth opportunities within existing accounts for upselling, cross-selling, and strategic innovation.
- Forecast account performance and provide accurate sales and fund-load projections.
- Leverage strong partner relationships to generate introductions and support wider business development efforts.

Client Success & Retention:

- Develop and maintain strong, long-term relationships with strategic accounts, acting as the primary point of contact.
- Develop and regularly update detailed strategic account growth plans and CRM.
- Monitor partner satisfaction, proactively addressing concerns and ensuring a high level of retention.
- Stay up to date with industry trends, competitor activity, and partner needs to provide relevant insights.
- Collaborate with partners to secure case studies and success stories.

Cross-Functional Collaboration:

- Work closely with internal teams to support smooth onboarding, implementation, and support.
- Serve as the voice of the customer, delivering feedback to product and marketing teams to influence development and campaigns.
- Share best practices across the team for account management, customer success, and sales.
- Work with Finance and Data Insights to continually improve on management information (MI) both internally and externally.

What You'll Need

Qualifications

- **Experience**: 5+ years of experience in account management, sales, or business development.

Key Skills

- Exceptional relationship-building and stakeholder engagement skills (especially with senior-level decision-makers).
- Track record of meeting and exceeding growth or revenue targets.
- Confident in presenting, negotiating, and communicating with clarity and impact.
- Strategic thinker with a problem-solving mindset.
- Proficient in CRM systems (e.g., Microsoft Dynamics) and the Microsoft Office Suite.
- Data-driven and commercially astute.

Core Competencies & Behaviours

- **Driving Results**: Committed to improving performance year-on-year and delivering value to both beneficiaries and partners.
- **Project Management**: Creates and executes structured account plans, tracking progress and delivering results.
- **Relationship Management**: Deeply engaged with each institution, building trust and long-term value.
- **Collaboration**: Acts as the internal champion for our partners, ensuring alignment across finance, marketing, and data teams.
- **Best Practice Sharing**: Proactively shares learning, experiments with new approaches, and champions what works.
- **Critical Thinking**: Combines logic, data, and creativity to problem-solve and offer meaningful client solutions.