



Job Description: Partnerships Manager

Reports to:	Head of Strategic Partnerships
Location:	2 days per week in London (Shepherds Bush), other days can be worked from home or in the office. Some national travel will be required.
Contract:	Permanent, full time - 37.5 hours per week
Salary:	£35,000 - £38,000
Start date:	September 2021

Ark Curriculum Plus

Our mission is to empower teachers to give every young person, regardless of their background, the subject knowledge and skills that will allow them to succeed. We believe that great curriculum design and delivery leads to improved teaching and learner outcomes, which impacts positively on children's life chances.

Our commitment is to empower and equip schools to provide high quality subject teaching, through curriculum and integrated professional development, to develop young people's **subject mastery**.

We are grown out of one of the highest performing Multi Academy Trust's in the UK. Our connection with Ark gives us our experience and our specialist expertise earned while we developed and taught curriculum across our own network of 38 successful academies in the UK.

Our programmes, including Mathematics Mastery and English Mastery, are now used by over 500 schools in the UK, including the 38 schools in the Ark network, and last year, 93% of the schools that joined us continued with the programme. Having pioneered the mastery approach and been recognised by Ofsted, we also influenced the adoption by the Department for Education of a mastery approach to teaching mathematics. It has been proven through independent impact trials that learners on our programmes make additional months' progress.

Partnerships Manager

The focus of the Partnerships Manager role is to drive new school partnership subscriptions and to provide account management to key Academy Trust partners.

Working within the Partnerships Team, you will be responsible for ensuring a positive overall experience for schools throughout the recruitment and onboarding stages of the programmes. The role holder will create and manage a sales pipeline and develop relationships with partner schools and Multi-Academy Trusts to increase the reach of the mastery programmes.

We are looking for a driven individual who thrives in problem solving and is passionate about being able to support our mission to make a positive impact in education.

With a high level of negotiation skills, including a good understanding of solution selling, you will have excellent verbal and written communication skills and be able to work well independently under pressure.

The ideal candidate will be able to demonstrate experience of driving new sales relationships and building long-term partnership opportunities ideally within the Education sector. They will have an excellent understanding of how to effectively develop and managing a pipeline of prospects as well as a real aptitude for business development and account management.

As a real team player, they will have good people management skills and be able to collaborate effectively across all Ark Curriculum Plus teams.

The Partnerships Manager will be an integral member of the wider Sales and Marketing team and will work closely with others, including the programme design and delivery teams, to effectively manage the process of bringing on new schools and provide them with an optimal onboarding experience.

The role will involve prospecting and qualifying new sales opportunities within schools and larger networks such as Multi-Academy Trusts, teaching school alliances and local authorities. Leading to negotiation with senior leaders including Heads of English and maths, Headteachers and Education Directors to grow our partnership network and the reach of our programmes.

If you have the skills needed to succeed in this demanding job, and the desire to make a difference to education in the UK, we look forward to hearing from you.

Key Responsibilities

Sales growth

Supporting the partnerships team, you will manage the implementation of the school recruitment strategy. You will be responsible for:

- Planning your time to meet and exceed sales targets and objectives.
- Monitoring and reporting on pipeline progress via CRM (Salesforce).
- Actively prospecting new, high value sales opportunities and dealing with inbound leads and sales queries from schools.
- Working closely with the marketing team to develop tactical campaigns to grow the number of partnerships with new and existing customers.
- Hosting termly product information webinars and using these opportunities to win new partnerships.
- Representing the organisation at national events and conferences to build brand awareness and generate new sales.
- Arranging meetings, delivering sales presentations, and programme demonstrations, both virtually and face-to-face with prospective customers.
- Use a consultative sales approach to connect with prospective customers and match our products and services to their needs.
- Developing a sound understanding of the wider education sector in the context of curriculum leadership and using this knowledge to enhance sales consultation.
- Liaising closely with the school support and delivery teams to ensure smooth handover and customer experience once a new customer has joined the programme(s).

Partner retention

Supporting the programme teams, you will provide exceptional account management to some of our strategic and key accounts. You will be responsible for:

- Owning the account management of nominated key partners and school groups.
- Monitoring programme engagement and usage to provide value for money analysis for key account partners to drive up engagement and renewal.
- Gathering relevant and useful feedback from partners to build our impact and case study portfolio and growth the value of our strategic partnerships.
- Be inquisitive, working closely with customers to ensure they are satisfied with the services they receive and to improve our support when appropriate.

- Use market insight to continuously improve the experience of partner schools joining for the first time, throughout their onboarding, and renewal processes.

Cross functional working

- You will lead and contribute to cross team projects that focus on the school experience of joining and renewing our programmes.
- You will work closely with the digital team to ensure that the IT systems and platforms support the school processes effectively.
- You will work closely with the marketing team on the tactical marketing and school communications plan and ongoing sales collateral requirements.

General

- Identify and carry out any other duties which fall within the scope, spirit and purpose of the post as requested.

Person Specification

Attributes

- A self-starter who is driven to achieve the highest standards
- Demonstrates resilience, motivation and commitment
- Thrives in problem-solving, spotting challenges before they arise and proactively finding solutions
- Results driven with ability to cope with competing demand and changing priorities
- Motivation to continually improve standards and achieve excellence
- Collaborative working style and strong team player
- Capable of developing senior level relationships
- Can apply effective operational understanding and implementation to strategic thought
- Keenness to learn and seek expertise from across the board
- Personal values are aligned with those of Ark Curriculum Plus

Experience, knowledge and skills

- Experience of selling to schools and Multi-Academy Trust leaders
- Experience of devising and implementing customer focused solutions
- Adept at maintaining and developing prospect databases and sales pipelines, reporting on critical success factors
- Understanding of project management disciplines and governance
- Ability to use and analyse data to drive performance
- Excellent written and verbal communication skills
- Excellent influencing and negotiating skills
- Confident interpersonal skills
- Experience of using CRM software (ideally Salesforce)
- Good IT skills, with specific skill in using Microsoft office applications and cloud-based systems (e.g.: Google Drives, Zoom, Calendly, Teams, Office365, etc)

Qualifications

- Qualified to degree level or equivalent (preferred)
- Right to work in the UK

Other

- Understanding of the education landscape and issues affecting education (desirable)
- Passion to see education transform pupils' lives in the UK today

Benefits of working with us

Training and professional development

We are committed to the professional development of all members of the team. As part of the Ark family, staff also benefit from the Ark training and professional development programmes. We encourage staff at all stages of their career to take advantage of opportunities across the network.

Other staff benefits

Alongside our continued focus on professional development, we also offer a variety of other benefits which help our employees plan their finances and look after their wellbeing.

- **Flexible working options:** Including remote working options
- **Generous leave allowance:** Up to 28 days holiday per year and up to five days per year study leave to support professional development
- **Workplace pension:** All new joiners will be assessed for auto-enrolment, and if eligible, Ark will make 11% employer contributions to a workplace pension.
- **Ark Rewards:** Employees can access a wide range of discounts and cashback from high street and online retailers.
- **Employee Assistance Programme:** A free and confidential advice service offering employees and their families access to a range of services including counselling, financial advice, and even childcare directories.
- **Interest Free Loans:** We offer employees up to £5,000 in interest free loans for season ticket or bicycle purchases.

Safe recruitment procedure

We are committed to safeguarding and promoting the welfare of children and young people. In order to meet this responsibility, we follow a rigorous selection process to discourage and screen out unsuitable applicants.

Disclosure

We require all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment; this will depend upon the nature of the offence(s) and when they occurred.