



CAREER OPPORTUNITIES

Job Description:

Partners and Alliances Manager - UK

WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated to, and resold by, some of the world's leading customer experience and business communications vendors, as well as major payment service providers.

We are currently looking for a Partners & Alliances Manager to join our UK team to lead our partner recruitment, enablement, and management in the region.

THE OPPORTUNITY:

The Partner & Alliances Manager will play a pivotal role in accelerating PCI Pal's indirect revenue growth by strengthening and expanding our partner ecosystem across the UK and beyond. This role is responsible for building, enabling, and activating a high-performing network of partners that successfully position and sell PCI Pal's B2B cloud solutions.

Working closely with the US-based VP of Partners & Alliances, the position will focus on developing strategic relationships, driving partner engagement, and creating scalable programs that increase pipeline contribution and revenue through indirect channels. The successful candidate will bring a strong blend of partner strategy, commercial acumen, and hands-on execution, with the ability to collaborate cross-functionally to align sales, marketing, and product efforts in support of partner success.

This role will report to the VP of Partners & Alliances.

YOU WILL BE RESPONSIBLE FOR:

- Manage, maintain, and grow existing PCI Pal partnerships in the region. Including full engagement with existing global partner's businesses and teams across the UK to drive customer retention and pipeline growth.
- Supporting the VP Partners and Alliances in the prioritization, recruitment and acquisition of new partners in the region.
- Support partner's own sales teams to drive new business deals through the sales pipeline
- Coordination of onboarding and enablement activities to ensure PCI Pal products and solutions are clearly communicated and understood by all partners.
- Helping to develop and execute short and long term partner strategies to allow PCI Pal to achieve its ambitious revenue targets.
- Cross-functional and holistic dissemination of new and ongoing partner requirements to departments across PCI Pal, including engineering and development teams, marketing, customer success, and sales.
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- Manage and maintain PCI Pal's marketplace presence with numerous partners operating in the region (such as Genesys AppFoundry and AWS Marketplace). Ensuring PCI Pal remains first choice provider for secure payment solutions.
- Schedule and support partner QBRs, roadmap discussions and other activities to increase engagement levels, pulling in required team members from other departments as needed.
- Produce Partner reports and metrics to demonstrate stack ranking and identify areas for improvement.
- Produce scorecards and associated metrics to assess partner performance.
- Representing PCI Pal at industry and partner events, and virtual sessions, to include occasional speaking engagements.
- Keeping up to date with advances in customer experience, infosec and card payments markets, and be able to share and communicate these changes with a varied audience
- Other tasks as needed to support the sales and implementation process for new customers.

WE WANT TO HEAR FROM YOU IF YOU:

- Have experience selling contact center, payment or B2B cloud software solutions through business partners.
- Ideally have an appreciation of UCaaS/CCaaS service providers (Genesys, 8x8, Talkdesk, NICE).
- An understanding of contact center technologies, including telephony, connectivity, and desktop applications.
- Are self-motivated, passionate, and determined, with a desire to overachieve.
- Ideally have an understanding / appreciation of PCI DSS, data and/or payment security, and compliance.
- Are an excellent communicator with a passion for learning, able to gain knowledge quickly in a fast-moving marketplace and share this with audiences.
- Can identify and manage sales opportunities through the entire process, from investigation, demonstration, reviews and onboarding.
- Use Salesforce to track and manage accounts and generate reports to view forecasts and results.
- Ideally are degree qualified or with similar level experience.
- Travel will be a requirement, and candidates should expect regular attendance at partner and industry events.

IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- Medical, dental and optical insurance cover
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- Electrical Vehicle Scheme incentive
- "Work from anywhere" 2 weeks per year policy
- Reward, benefits and wellbeing hub (offering support, discounts, cashback and savings)
- Training and development opportunities
- Ad-hoc team events, incentives and competitions

TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the Recruitment Team recruitment@pcipal.com



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