



## CAREER OPPORTUNITIES

### Job Description:

## Senior 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 Senior Partners & Alliances Manager to join our UK team to lead, scale and evolve our partner recruitment, enablement, and management in the region.

#### THE OPPORTUNITY:

The Senior Partner & Alliances Manager will play a pivotal role in driving PCI Pal's indirect revenue strategy, accelerating growth through a high-performing and strategically aligned partner ecosystem.

This role is responsible for owning and shaping the partner strategy, identifying and unlocking new routes to market, and ensuring partners are a primary driver of pipeline, revenue, and market expansion.

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.

This is a highly visible role requiring a blend of strategic thinking, commercial leadership, and hands-on execution.

#### YOU WILL BE RESPONSIBLE FOR:

- Own and execute the UK partner strategy, aligned to global growth objectives and revenue targets
- Drive indirect revenue growth through strategic partner engagement, pipeline creation, and deal progression
- Manage, develop, and expand existing PCI Pal partnerships, ensuring deep engagement across partner organisations to maximise retention and growth
- Identify, prioritise, and secure new strategic partners to expand market reach and capability
- Build and maintain executive-level relationships with key partners, acting as a trusted advisor and primary point of contact
- Lead complex partner negotiations and act as the escalation point for commercial and operational challenges
- Develop and deliver short- and long-term partner plans that support PCI Pal's revenue ambitions
- Ensure partners are fully enabled to position, sell, and deliver PCI Pal solutions effectively
- Collaborate cross-functionally to represent partner needs internally, aligning with Sales, Marketing, Product, Engineering, and Customer Success teams

#### WE WANT TO HEAR FROM YOU IF YOU:

- Have a proven track record of building and scaling partner ecosystems within B2B SaaS, payments, or contact centre technology
- Deliver measurable indirect revenue growth through strategic partnerships
- Have experience working with CCaaS/UCaaS providers and a strong understanding of the contact centre landscape



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- Are commercially driven, self-motivated, and results-oriented
- Are an excellent communicator, able to influence stakeholders and clearly articulate complex solutions
- Have strong experience managing sales cycles and partner-led opportunities end-to-end
- Are comfortable using CRM tools (e.g. Salesforce) for pipeline management and forecasting
- Ideally have knowledge of PCI DSS, payment security, or compliance environments
- Are willing to travel and represent PCI Pal at partner and industry events
- Multilingual skills would be a plus

### 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](mailto:recruitment@pcipal.com)