

## Job Details

<b>Job Title</b>	Partner Acquisition Executive
<b>Team</b>	KnowledgePoint Channel Services
<b>Job Type</b>	Full time
<b>Reports To</b>	Head of Channel Services
<b>Responsible For</b>	You will not be responsible for managing any other employees
<b>Working Hours</b>	The working hours will be 9.00 am to 5:30 pm CET, Monday to Friday. From time to time there may be a requirement to change normal working hours due to operational need.

## Overall Purpose of the Role

The Partner Acquisition Executive will have responsibility for recruitment and onboarding of channel partners for Client Programs managed by KnowledgePoint Channel Services. This will have to be managed successfully in both the Academic and Commercial space.

### Recruitment

The Partner Acquisition Executive will be responsible for the recruitment of new members to the assigned Client Programs across the UK. This will include recruitment into training organisations, corporations, schools, universities, etc. The main responsibilities of the role will be to:

- create an annual Recruitment Plan to meet and exceed annual recruitment goals for the assigned Client Programs. This plan will include the activities to be implemented throughout the year, including marketing initiatives, event management (exhibitions, trade shows, etc) in order to promote our services.
- follow up on recruitment leads in the region, converting as many leads as possible into program members. This process includes everything from first initial contact via email/phone, review of program applications, and provision of a program membership recommendation to Clients.

### Partner Account Onboarding

The Partner Acquisition Executive will also contribute to onboarding and creating positive and pro-active business relationships with channel partners. The main responsibilities will be to:

- actively contribute to the assigned client programs to meet and exceed annual goals, objectives and expectations
- support partner onboarding and enablement projects
- drive sales of learning products (courseware, certification, etc)
- improve KnowledgePoint's understanding of business/program challenges and opportunities across the EMEA territory, both within the Academic and Commercial space

This role will require regional travel, specifically focussed in the UK, and to some extent, international travel.

## Key Personal Responsibilities

### Partner Recruitment

- Compile and execute the annual Recruitment Plan. This plan is to include a detailed overview and schedule of all the business winning initiatives required to meet and exceed annual recruitment goals
- Plan and deliver on recruitment related projects
- Represent KnowledgePoint and assigned Clients at exhibitions and trade shows
- Manage the assigned Recruitment pipeline, providing bi-weekly forecasts to the Head of Channel Services
- Contribute to the Quarterly Business Review process, to include information relating to recruitment initiatives, challenges, and opportunities, and to provide forecasts about future recruitment
- Follow up on recruitment leads generated through available websites and tools, converting as many as possible into Program members

### **Partner Onboarding**

- Establish positive and pro-active business relationships with identified Channel Partner Accounts with the purpose of increasing awareness and sales of various learning products such as Courseware, Certification, etc
- Work with peers in the KnowledgePoint Channel Services team to build and execute comprehensive channel partner onboarding and enablement initiatives
- Establish a positive and pro-active business relationship with Client representatives by participating in and contributing to regular meetings and reviews

### **General**

- To work as part of the KnowledgePoint Channel Services team, providing the highest levels of service as required
- To ensure team morale and motivation is maintained to a high level at all times
- To ensure that all ActionPoints assigned to the KnowledgePoint Channel Services team are investigated and completed within the agreed timescales, ensuring investigations are thorough and preventative measures are relevant and achievable
- To promote teamwork in all areas of the business to help achieve common goals and targets
- To meet agreed SLEs, and pro-actively communicate with other teams regarding scheduling/resource issues that will affect the delivery of SLEs
- To ensure that all processes relating to the absence and holiday procedures are completed efficiently and accurately
- To provide full support to your work colleagues and Managers by undertaking any reasonable tasks requested
- To uphold a positive attitude to your personal development and training
- To work closely with the other shifts, teams and departments to improve processes and ensure our customers' needs are met
- To use own initiative and creativity to promote improvement within the team
- To ensure that all KnowledgePoint Channel Services and Company procedures are followed and maintained effectively by yourself and all team members
- To ensure that all personal and KnowledgePoint Channel Services SLAs and objectives/targets are met
- To maintain an efficient file management system
- To ensure a high standard of housekeeping is maintained in all work areas

### **Key Company Responsibilities**

- To promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly, and contributing to developing equality of opportunity in working practices
- To ensure all work undertaken is in line with Data Protection requirements and a high degree of confidentiality is maintained at all times
- To ensure your behaviour complies with organisational values and you work effectively to meet the demands of your role. Identify, implement and monitor development activities to enhance your own performance
- To make best use of technology in support of your role, ensuring correct operation and compliance with organisational and legal requirements
- To ensure welfare, health & safety standards and procedures are upheld and maintained at all times with regard to yourself and colleagues in line with organisational and legal requirements
- To understand and maintain ISO and IIP accreditations by ensuring compliance to relevant processes, standards and operating procedures
- To provide a reliable and consistent training materials service ensuring customer's requirements are met at all times and to the highest standards