



PARTNER MANAGER

Location: Home or Nottingham Office
(travel will be required in the UK and potentially internationally)

Reporting to: Chief Financial Officer

THE COMPANY

Multi award winning Peppermint Technology is the UK's fastest growing legal Software Company. We provide a game changing business technology Platform for the legal sector that hosts an array of business applications including Business Development (CRM,) Practice Management, Case & Matter Management, and Document Management. The Platform is a SaaS (Software as a Service) offering which is built and certified on the Microsoft Dynamics platform.

Peppermint's success is recognised by the industry in a whole series of awards, including UK IT Awards Best Small Tech Company, Best Cloud Application World Series Award, Legal KnowList Innovation, Legal KnowList Leadership and Microsoft Dynamics ISV UK Partner of the Year.

Peppermint hire people who want much more than a job. The team at Peppermint is united in changing the status quo of an industry and this takes great talent, passion and commitment. We are looking for likeminded people to join the team as we aim to become the leading legal software company.

ROLE SUMMARY

As Peppermint's Partner Manager, you will manage and own the relationships with our strategic partners in the UK and globally.

Our largest and most strategic partner is Microsoft. Other existing partners consist of some of the most innovative Independent Software Vendors (ISVs), SaaS and PaaS providers, Systems Integrators, Managed Service Providers and Consulting firms.

As Peppermint is built on Microsoft Dynamics, the primary focus will be on nurturing and enhancing our technical, sales and marketing Microsoft relationships.



RESPONSIBILITIES AND DUTIES

- Develop a scalable partnership programme and associated processes. Utilise analytic tools to establish detailed metrics regarding partnership success and growth
- Onboard new partners; co-ordinating commercial partnership agreements, delivering necessary training, preparing and sharing processes and documentation with our partners and internal teams and ensuring the ongoing quality of the relationships
- Identify, enable and qualify high-value partners that drive revenue and deliver best-in-class solutions for Peppermint customers
- Manage Microsoft licensing and accreditations in support of Peppermint's sales and product development strategy
- Effectively manage and measure partner performance and quality
- Collaborate with key internal stakeholders (e.g. Product, Sales, Marketing, Support and Customer Success teams etc.) to further develop partner strategies and processes
- Lead the development of our constantly evolving partner programme

KEY RELATIONSHIPS

- Key strategic Peppermint partners
- Senior Management Team
- Product team
- Sales and Marketing
- Professional Services Team
- Development and QA teams
- Commercial and Finance

EXPERIENCE

- Previous experience in developing and nurturing alliances with Microsoft teams both in the UK and internationally
- Experience in successfully influencing sales and customer adoption of software products through leveraging strategic partnerships
- Possess partner management experience



- Experience in developing a scalable programme and process to manage new and existing partners
- Knowledge of business processes, training requirements, and technical challenges required to successfully manage a partnership programme is essential
- Deep understanding of Microsoft Licensing arrangements

COMPETENCIES

- Expert relationship and stakeholder management skills. Demonstrates the ability to successfully and diplomatically promote joint interests and influence relationships to drive successful partnership outcomes
- Strong presentation skills and the ability to articulate complex concepts to cross functional audiences
- Strong commercial acumen
- Well organised and methodical - able to manage multiple activities
- Ability to successfully manage relationship challenges and roadblocks
- Self-starter
- Strong verbal and written communications skills are a must, as well as the ability to adjust communications appropriately for different stakeholders, both internally and to externally
- Consistently exceeds goals and key performance metrics

CONTACT

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