

Job vacancy

Senior Account Manager

Date: January 2025

Looking for an exciting and rewarding career?

theidol.com is looking for a Senior Account Manager to manage a portfolio of key Aggregator/Affiliate accounts across our Travel, Pet, Life and Annuities products.

The Idol is an award-winning, rapidly growing tech company based on the edge of the Lake District National Park in Cumbria. It's the ideal setting to get out, enjoy a walk, be inspired, and conceive our next innovative product or solution. We've been leading online innovation since 1999 and specialise in creating cutting-edge web applications and solutions for customers and businesses of all sizes.

We are part of the Legal & General Group and partner with household brands such as Go.Compare and ComparetheMarket. We pride ourselves on innovation and early adoption of new technologies and working practices. You can find out more on [our website](#).

Job purpose

Theidol.com is seeking a dynamic and experienced Senior Account Manager to join our team. In this role, you will manage a portfolio of key Aggregator/Affiliate accounts across our Travel, Pet, Life and Annuities products. We take pride in our long-standing partner relationships, emphasising partner satisfaction and collaboration. Your role will be crucial in delivering high-converting journeys, driving profitable growth, and retaining these valuable relationships.

Principle accountabilities

- Account Management: Own and manage relationships with assigned Aggregator/Affiliate Partners, ensuring delivery of planned volume and revenue growth, profitability, and long-term retention of partnership through the building of strong, long-term relationships.
- Strategic Planning: Understand partner needs and objectives to develop and deliver a joint strategic roadmap.
- Stakeholder Collaboration: Build and maintain strong internal stakeholder relationships for ongoing collaboration and delivery of partner roadmaps.
- Performance Reviews: Prepare and deliver weekly, monthly, and quarterly account management reviews, including performance reporting, regulatory review, roadmap updates, market activity, and identifying new opportunities.
- Growth Opportunities: Identify and pursue growth opportunities with partners and internal teams.
- Performance Monitoring and Trading: Monitor and report on account performance metrics, staying attuned to day-to-day operations and highlighting areas for concern or focus.
- Issue Resolution: Resolve partner issues and ensure complaints are managed in line with regulations.
- Governance System Updates: Update internal systems or logs as necessary, including risk, financial promotions, Jira, training, and development records.
- Compliance: Ensure adherence to company procedures and policies, undertaking annual training and compliance requirements.
- Contract Management: Manage contract and commercial terms in line with market and regulatory landscapes, business financial goals, and risk appetite.

- **Business Planning:** Participate in year-on-year business planning to predict and shape distribution for the coming year, aligning the wider business behind key initiatives to meet volume and profit targets.
- **New Partnerships:** Manage the launch of new partnerships or product lines with new or existing aggregators/affiliates, negotiating suitable commercial and contractual terms.
- **Process Updates:** Navigate and agree on updates or changes in process or compliance with partners and the business.
- **Journey Optimisation:** Collaborate with internal and external teams on continued journey optimization and improvement.
- **Consider, relevant to your role, the needs and objectives of all our customers, including vulnerable customers, to ensure that they receive good outcomes.**
- **Manage, motivate, and develop employees at all levels, in a manner that is consistent with the Company's policies and procedures, to maximise the performance of the area.**

Person specification

Knowledge, experience and qualifications

- Proven experience as a Senior Account Manager or in a similar role.
- Experience managing multiple accounts and projects simultaneously.
- Strong understanding of account management and customer service principles.
- Business management experience, including P&L ownership.
- Understanding of current and proposed regulations, including FCA, GDPR, Consumer Duty, money laundering, and financial crime.

Behaviours

- Takes ownership and accountability for their role and conduct to ensure good outcomes for customers.
- Driven by delivery – organises and prioritises activities for self and others, driving the pace to continually meet agreed deadlines.
- Providing verbal and written communication in English that is clear and concise to colleagues, senior management as well as stakeholders at all levels
- Flexible and adaptable – capable of changing direction where required, showing flexibility to meet new demands
- Relationship building – builds effective working relationships within The Idol and with external stakeholders.
- Collaboration – works with multiple stakeholder groups, both internally and externally, to deliver solutions and services required.
- Problem solving – rapidly gets to the root cause of problems through analysis and discussion and provides solutions which meet all needs.

Scope

This is a full-time Monday to Friday role working an average 37.5 hours per week.

Hybrid flexible home/office working supported. There is a requirement to attend the office in Cumbria approximately twice a month or as frequently is required to meet the role requirements (expenses will be provided depending on your location)

Salary From £52,000 depending on experience, 27 days holiday plus public holidays, plus performance rated bonus, enhanced pension, and generous private medical, family, sickness and insurance benefits, and share schemes.