

Account Manager

Blackhawk Network Europe Köln, Nordrhein-Westfalen,

Company Information

At Blackhawk Network, we shape the future of global branded payments through the prepaid products, technologies and network that connect brands and people. Our collaborative innovation and scalable, security-minded solutions help our partners to increase reach, loyalty and revenue. We believe our future holds great things for Blackhawk Network and its partners. We believe that together, we can shape the future. Our beliefs? Win as one team, be innovative, global excellence and be inspiring!

Overview:

A team that has been created to drive the business development of Content across all Blackhawk channels. The department is responsible for building and growing the relationship with all Content partners to ensure that their brand is maximised to its full potential.

Purpose of the role:

The Partnership Account Manager will be responsible for the development and management of partnerships, within a designated set of Gift Card Partners. In total, the role will manage circa 10-15 of our highest revenue partners, responsible for maximising the potential of these brands across our Own Content portfolio alongside their own Gift card presence across all Blackhawk channels.

Responsibilities:

- Proactively manage Content Partner relationships to deliver against revenue growth and profit plans across all Blackhawk channels within retail B2C customers and B2B customers & clients.
- Continuously review and deliver new opportunities for Content Partner brands to be included on Blackhawk own product portfolio
- Continuously review and deliver new opportunities to maximise the brands own product potential across appropriate channels and products.
- Monitor performance and profitability of Content Partners by channel and propose recommendations on positive/negative impact to the wider business
- Support the development and deliver an effective communication plan to ensure all developments and future plans are shared with our partners.
- Be accountable for the end-to-end process of onboarding any new Content from partners onto the Blackhawk portfolio and ensure that all company process, deadlines and policies are adhered to.
- Oversee supply chain management of Gift card stock for each partner to ensure correct volumes of stock are available for current and future plans
- Negotiate deals and maximise opportunities with Retail Distribution partner (DP's) to invest in marketing: promotional, placement, awareness, discounted, value add, and loyalty campaigns.
- Ensure that all marketing campaigns with DP's are delivered in a timely manner and on brand, and manage the delivery of all assets required to achieve this.
- Track all marketing funding raised against CP targets (income and profit) and deliver an evaluation of each marketing initiative post-campaign to drive future investment.
- Develop and deliver an effective Contact Strategy for each Content Partner to include quarterly reviews and regular meetings where appropriate.
- Carry out all Account Management responsibilities including preparing presentations / proposals, facilitate meetings, present monthly/quarterly reviews & deliver status reports where required.
- Provide a regular feed of competitor activity from Blackhawk and non-Blackhawk accounts across Europe to ensure best practice is shared with all partners

- Assist and support the European Summits – preparing key documentation for Summit meetings, help to set up, and assist with managing Partners attendance
- Manage issue resolutions by raising, tracking and resolving in a timely manner and liaising with internal business functions such as Finance, Legal, Distribution, Operations and Hawk Incentives
- Maintain accountability for CP satisfaction and revenue growth
- Represent BHN interests through pro-active engagement with industry bodies such as UKGCVA

Qualifications:

- Bachelor's Degree or equivalent experience in lieu of degree
- Minimum 2+ Years Account Management / Client Services Experience
- Payments, Fintech, and/or Consumer Products Industry experience preferred
- Interpersonal skills – flexible style – tenacious and confident to positively engage with internal and external stakeholders at all levels
- Ability to develop and maintain effective working relationships with a high degree of professionalism
- Strong commercial awareness – experience of assessing P&L and sales performance reports
- Proven negotiation skills
- High calibre account management skills
- Strong written and verbal communication skills
- Self-motivated – with an ability to set and manage priorities judiciously
- Proficient in Microsoft Office – Word, Excel and Powerpoint
- Passionate team player, proactive and results driven
- Analytical thinker and problem solver
- Ideally, experience (though not essential) of the stored value card industry – understanding of all stored value propositions (Gift Card and Prepaid), B2B versus B2C, key market players from a service provider and brand (Content Partner) perspective

Please send your application via our LinkedIn Announcement:

<https://www.linkedin.com/jobs/view/3517982083>