

Role Description

Role Title: Partnerships Manager

Department: Commercial

Reports to: Head of Partnerships

About the role

Reporting to the Head of Partnerships, the Partnerships Manager will be responsible for onboarding and implementing new partners, ensuring a seamless transition into the Pikl ecosystem. This role will also focus on fostering strong relationships to drive delivery of commercial propositions, increase retention and identify upselling opportunities. The ideal candidate will have prior experience in the holiday letting and vacation rental market and possess exceptional relationship management skills. While insurance experience is not mandatory, a solid understanding of the market dynamics and the role Pikl can play in the sector is essential.

Key Tasks / Responsibilities

- Onboarding and Implementation:
 - Lead the onboarding process for new partners, ensuring all requirements are met for a smooth integration of Pikl's bespoke insurance solutions
 - Collaborate with internal teams (e.g., product, operations, and underwriting) to address partner-specific needs and customize solutions
- Retention and Renewals:
 - Build and maintain strong, long-term relationships with partners to ensure their satisfaction and loyalty

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Partnerships Manager



- Act as the primary point of contact for partners, addressing enquiries and resolving issues promptly and effectively
- Monitor partner performance and engagement, identifying opportunities to enhance the relationship and address potential challenges proactively
- Upselling:
 - Identify and pursue opportunities to expand existing partnerships through the introduction of additional products and services
 - Work with the Head of Partnerships to develop tailored proposals and strategies to meet partner needs and maximize revenue
- Collaboration:
 - Liaise with the Head of Partnerships to align on sales goals and partnership strategies
 - Provide feedback from partners to internal teams to inform product development and operational improvements
- Reporting and Insights:
 - Track and report on partner activities, performance metrics, and opportunities for growth
 - Use data to inform decision-making and demonstrate the value of Pikl's solutions to partners

About you

- Proven experience in the holiday letting or vacation rental market, ideally in a client-facing or partnership management role
- Strong relationship management skills with the ability to build trust and rapport with diverse stakeholders
- Excellent organisational and project management abilities to manage multiple partners and priorities simultaneously
- Commercial acumen with the ability to identify upselling opportunities and contribute to revenue growth
- Strong communication and negotiation skills, both written and verbal
- Familiarity with digital platforms, APIs, and operational workflows is desirable but not essential

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- Self-motivated and proactive with a results-oriented mindset
- An understanding of the insurance industry is beneficial but not required

Why work at Piki

- Flexible working conditions, access to an incredible in-person working space
- Support from an awarding-winning CEO & Founder
- Competitive Package with the possibility of Share Options
- Annual holiday entitlement of 28 days plus bank holidays
- 35 hour working week
- Death in service scheme
- Access to wellbeing services
- Compassionate Leave
- Enhanced paternity leave
- Training and development opportunities
- Social events

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