



Partner Manager Recruitment Pack

A Company of Aareal Bank Group

www.aareon.co.uk



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CONTACT INFORMATION

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Welcome

Partner Manager – Home Based

Thank you for your initial interest in Aareon UK.

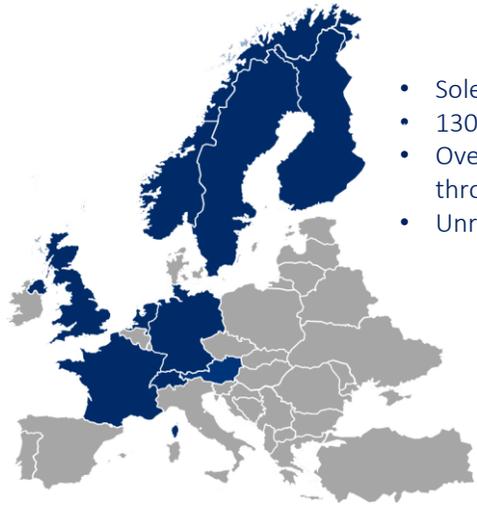
Who are Aareon? We deliver Housing Management and Digital Solutions to social housing providers, helping them to support their tenants, improving customer satisfaction by reducing costs and making business processes more efficient. Our sole focus on UK Social Housing for over 50 years means we understand the challenges our customers face and our experience and expertise enables us to work with our customers on creating a comprehensive transformation plan and by approaching the project together we are able to deliver the solutions that enable them to meet their organisations objectives. We put our customers tenants at the heart of everything we do.

We are part of Aareon AG, the leading European provider of systems and consulting services for the property industry. In over 60 years of corporate history, Aareon AG continuously set new standards when it comes to controlling complex business processes. Customers can rely on our extensive know-how, sophisticated applications and intensive support by specialists with many years of market experience. All this culminates in secure solutions that lead the way, are tailored to the requirements of our respective markets and help customers reach their goals. Aareon AG offers expertise in the areas of consulting, software and services for the optimisation of IT-based business processes in the digital age.

Currently, we support more than 2,800 customers with over 10-million housing units. A wholly owned subsidiary of the Aareal Bank Group, Aareon has its head office in Mainz, Germany, and operates a total of 28 locations. International subsidiaries are located in the UK, France, the Netherlands, Norway and Sweden, with more than a third of Aareon's 1,400 employees working outside Germany. In addition to central, country-specific ERP systems, Aareon offers digital solutions for all processes in the property industry, including CRM solutions, document management systems, mobile applications, Internet-based service portals and much more.

In the UK, we are over 120-employees with offices in Coventry, Southampton and Swansea. Due to UK growth, and investment from Aareon Group in our digital products and services, we have a vacancy in the Sales Team for a Partner Manager. We have an established and experienced team and there are great opportunities for you to progress your career. If you are searching for an opportunity where you can drive digital products and services revenue, add real value to our customers and help deliver great service then we'd like to hear from you

Best regards
Rob



- Sole Focus on Housing
- 130+ Customers in the UK
- Over 10m units managed on Aareon software throughout Europe
- Unrivalled European Investment and Expertise



- Empower Tenants to Self-Serve 24/7 via their Preferred Channel
- Optimise Processes and Increase Efficiency to improve multi-discipline delivery
- Enable Realignment of Resources to Support your Vulnerable tenants
- Deliver best in class data integrity and functionality for Asset Management
- Support Automation of Health & Safety Compliance & Regulatory Returns



Aareon

- Expert industry knowledge working with you to redefine and optimise your processes
- Partnership approach to de-risk implementation and deliver rapid operational value
- Agile workshops allow iterative & dynamic customer-led workshops

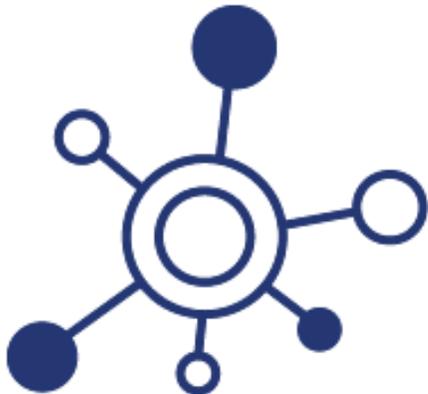


“By reducing the cost of serving customer transactions, we have more money to invest in our existing homes and services.”

Tom Battersby, Head of IT, CURO



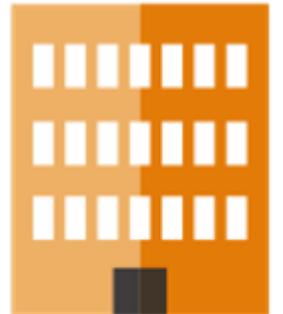
- Digital eco-system and open platform technology
- Community and tenant Whole Life Cycle solutions
- Data Led innovation for rent collection and arrears
- Strategic guidance to driving the digital ready agenda
- Re-define property management and support communities through IOT



- Optimise current solutions and build new capability aligned to your strategic plan
- Help you build and agile digital roadmap with milestone planning
- Proving strategic and operational value to support businesses cases



- Re-imagining tenant engagement to support ‘digital communities’
- Digital solutions that support independent living
- Embed data insights and analytics via intelligent dashboards
- AI & BI to automate and re-engineer processes, delivering value for money
- Predictive Maintenance and Smart Buildings



Snapshot

Aareon UK

Aareon are the leading European Housing IT Provider, with over 10 million units of housing stock managed on our software throughout Europe. Our position as a profitable, growing and innovative organisation enables us to set the standard for business processes in the housing sector both today and in the future. We deliver tailored enterprise-wide solutions for our clients.

As social housing in the UK becomes more complex it requires more sophisticated IT systems; comprehensive, scalable and as versatile as the tasks that our clients have to deal with.

Whether Aareon implements an enterprise-wide solution or optimises and customises a number of individual modules to complement our clients existing applications, each Aareon solution encompasses years of know-how, the experience of more than 130 implementation projects and over 50 years of social housing expertise.

3

Offices

120+

Staff

£13m

Revenue

130+

Customers

Aareon UK Values and what we stand for...

We are a people business!

We create value for our customers and their tenants.

We are Aareon...

- **We Are Open** – We can voice our opinion and say how we feel; we are open-minded; curious and imaginative
- **We Are Trustworthy** – We trust each other with what we say and what we do. It's okay for us to make mistakes; we keep learning and improving
- **We Are Honest** – We believe in honesty; there is one version of the truth; we appreciate integrity in ourselves and others; we are fair and sincere in all our dealings
- **We Are Communicators** – We speak clearly and simply; we make sure we are understood in order to get things done; differing opinions are valuable to us and we respect each others input



One Aareon



Customer First



Create Value



We Care



Deliver on time



Take Ownership

Role Description

Partner Manager – Home Based

We are searching for an exceptional individual who can join our Sales and Consulting Team Reporting to the Head of Sales, you will be responsible for the identification, commercial and contractual negotiation and ongoing management of a range of partners to support our digital solutions:

- **Identify through customer engagement and market research the right partners to support our Platform as a Service and PreDiMa products**
- **Negotiate commercial and contract terms and onboard partners**
- **Work with and manage these partners to drive the development of services and associated revenues for the products in the UK**
- **Work with sales to ensure they are able to sell partner services**

Able to 'Hit the Ground Running', you will be driven, flexible and focused on ensuring that our partner programme provides really tangible benefits and services for our digital products and solutions and our customers and deliver forecasted revenues to meet our ambitious growth plans.



Key Responsibilities

Partner Manager – Home Based

1	Identify through customer and market engagement, key partners to support PaaS and PreDiMa
2	Manage a pipeline of new partners to ensure meet forecast and targets and report against these
3	Drive commercial negotiations to agree the right commercial structure for each partner (revenue share, cost implications, IPR ownership etc)
4	Work with Aareon legal to develop and negotiate contracts for each partner
5	Provide all technical support (via the solution manager) to the partner as required (via liaison with Group and UK technical resources)
6	Work with Solution Manager in order to set up and get sign off for any development effort budget, including technical and security updates
7	Work with sales and marketing in order to create go to market plans and provide sales pipeline and align on partner product pricing and roadmap to support the product business cases

Skills & Pre-requisites

Personal Skills

1	Strong commercial background. Ability to understand, lead and close commercial and contractual negotiations
2	Customer and market focussed
3	Minimum 5 years demonstrable experience in a commercial or partner management role with a key focus of building a new partner channel from scratch
4	Strong leadership skills with excellent collaboration
5	High attention to detail
6	Excellent written and verbal communication skills
7	Ability to get to the root of an issue and problem solve
8	Self motivated
9	Strong analytical skills

Technical Skills

1	An understanding of the software development process
2	An understanding or previous experience of working in an Agile way

Desirable Skills

1	Knowledge of the UK Social Housing marketplace
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Competencies

Partner Manager – Mid-Level

Professional	Team	Management	Communication	Customer
The ability to deal with interactions logically and independently by using acquired knowledge and skills. The ability to solve and/or anticipate possible problems. Be open to developing and maintaining your knowledge and skill set in order to deliver a professional service.	The ability to understand team goals and to have the motivation to achieve them. The willingness and ability to integrate with internal and external teams. Considers the needs of colleagues and supports them in order to help them achieve their best. Shares and transfers skills and knowledge within own team and the business in order to assist in reaching overall goals	The ability to plan, organise and prioritise workload in order to work in line with your goals, team goals, company goals and group goals making sure they always line up with the flight plan. Being able to lead, empower and delegate where necessary and take responsibility for actions and outcomes. Understand the required results and be flexible and multi-orientated in order to achieve them.	The ability to listen, talk, understand and convince. Listen means being open to wishes and positions of others and stepping aside when needed. Talk means being focused and clear in the way you communicate and always check your understanding of the situation. Understand means knowing your audience and what method would be best to use in order to communicate with them. Convince means that the solution presented is accepted and carried out by customers and colleagues.	Listen to, understand and manage the customer's goals and expectations in order to help them achieve their desired outcome. Constantly strive to improve the customers' situation. Follow up with the customer in order to promote satisfaction and offer further assistance if needed. Build and maintain strong customer relationships with a focus on giving them an excellent customer experience.
Required: Level 3	Required: Level 3	Required: Level 3	Required: Level 4	Required: Level 4
<ul style="list-style-type: none"> ✓ Has advanced knowledge to perform the job and anticipates possible problems ✓ Needs no guidance in any interactions or problem solving ✓ Regularly takes time to improve their knowledge and skill development ✓ Takes part in the transfer of know-how 	<ul style="list-style-type: none"> ✓ Systematically shares and transfers skills and knowledge to others ✓ Is acknowledged as a person of trust and a qualified point of contact and helps employees integrate themselves into different teams ✓ Mobilises the employees relevant for the tasks ahead, also outside his/her own team, and encourages cooperation 	<ul style="list-style-type: none"> ✓ Enables a project team to work together successfully ✓ Takes relevant corporate goals into account and reviews them where necessary ✓ Recognises market trends 	<ul style="list-style-type: none"> ✓ Interprets and reflects on verbal and non-verbal communication and acts in a commanding and appropriate way. ✓ Able to guide others and can moderate discussions to achieve a result that is feasible for everyone. ✓ Actively seeks ways to improve communication methods within the business. 	<ul style="list-style-type: none"> ✓ Nurture important and sustainable customer relationships. ✓ Systematically implements improvements together with the customer. ✓ Is continuously asked for advice and support by the customer and provides the customer with information as and when needed on his/her own initiative.

Package & Benefits

Partner Manager – Home Based

Salary:	c. £90,000 OTE
Contract:	Permanent
Reports to:	Head of Sales
Benefits:	<ul style="list-style-type: none">- Pension (5% employer)- Life Insurance x 4- 2 x Health Schemes- 25 days Holiday (plus Bank Holidays)- Perkbox Employee Engagement Platform- Enjoy Benefits Salary Sacrifice Schemes- Flexible working environment- EAP- Employee Assistance Programme- Enhanced Paternity and Maternity- Volunteer Programme

Any offer of employment is subject to successful references.

Interview Process

Partner Manager – Home Based

Stage 1	30 min telephone interview with Rob Griffiths, Managing Director
Stage 2	Face to Face Interview (virtual WebEx) with Rob Griffiths, Managing Director, Tina Kennedy, Head of Digital & Genevieve Davey-Smith, Head of Human Resources

Feedback will be provided after each interview stage.



“Coming together is a beginning. Keeping together is progress. Working together is success.”

Henry Ford