Job Description | *Key Partnership Manager*

We are seeking a dedicated and experienced Key Partnership Manager to join our growing team.

1. **ABOUT ELTEMATE**

    We are ELTEMATE – A Hogan Lovells Legal Tech Company. Our goal is to make clients' lives easier by delivering practical solutions to everyday problems. We combine a deep understanding of our clients' legal needs with the speed and innovation of a technology start-up. Our portfolio covers a large spectrum of legal tech solutions including artificial intelligence, eDiscovery, information analysis, regulatory updates, databases, deal rooms, workflow management, case management, document automation, risk assessment, reporting, and apps.

2. **ROLE DESCRIPTION**

    A Key Partnership Manager in our team is responsible for overseeing and managing customer projects from initiation through software development, rollout, and ongoing customer engagement. Additionally, the Key Partnership team drives continuous improvement initiatives to enhance customer related processes and the customer experience and reports project progress to the management. The ideal candidate possesses strong project management skills, exceptional communication abilities, and a passion for delivering high-quality solutions that meet our customers' needs.

    DUTIES AND RESPONSIBILITIES

    *   Lead the planning, execution, and delivery of customer projects within defined timelines and budgets.
    *   Collaborate with cross-functional teams including software developers, designers, quality assurance, lawyers, and the marketing team to ensure project requirements are met.
    *   Act as the primary point of contact for customers throughout all phases of the project lifecycle.
    *   Develop comprehensive project plans that outline scope, objectives, resources, budgets, timelines, and deliverables.
    *   Monitor project progress and performance using appropriate tools and techniques; identify and flag any risks or issues that may arise.
    *   Facilitate regular status meetings with stakeholders and senior management to provide updates on project progress and address potential concerns.
    *   Ensure effective communication between internal teams and customers to foster strong relationships.

- Gather customer feedback post-rollout to assess satisfaction levels and identify areas for improvement.
- Maintain documentation related to each project including meeting notes, change requests, product specifications, etc.

3. **REQUIRED KNOWLEDGE, SKILLS AND EXPERIENCE**

- Proven experience as a Management Consultant, Project Manager in software development or IT-related projects or Key Account Manager (3+ years preferred).
- Strong understanding of project management methodologies (Agile/Scrum preferred).
- Excellent organizational skills with the ability to manage multiple projects simultaneously while maintaining attention to detail.
- Exceptional interpersonal skills with the ability to communicate effectively with customers at all levels of an organization.
- Excellent communication skills to articulate customer specific challenges and solutions to both technical and non-technical stakeholders, both internal and external.
- Knowledge of software development processes and technologies is highly desirable.
- Ability to work collaboratively in a team-oriented environment while also being self-motivated.
- Strong analytical skills with the ability to work independently and taking a proactive approach to problem-solving.
- Ability to perform well in high pressure environments.
- Ability to manage conflicting deadlines and operate in a fast-paced environment.
- Fluent English.

4. **OTHER PREFERRED SKILLS**

- Persistent attention to detail in order to achieve the highest quality standards in customer relations.
- Eagerness to stay ahead of technology trends with an innovative mindset towards tools, methodologies, and best practices in project and customer relationship management.
- Proficiency in using tools such as Jira, Confluence, PowerPoint, Excel to enhance project management efficiency.
- Project management certification (e.g. PMP, Prince2, Scrum Master) is a plus.

5. **OTHER DETAILS**

- Full-time employee
- Located preferably in Amsterdam (other locations including London, Munich, Hamburg, Berlin and Frankfurt are potentially possible)
- Competitive compensation depending on qualifications and experience.

6. **DISCLAIMER**

ELTEMATE is an equal employment opportunity employer and does not discriminate against any employee or applicant for employment on the basis of race, color, religion, gender, national origin, age, sex, disability, veteran status, marital status, sexual orientation, gender identity or any other characteristic protected by law.

If you are interested, please get in touch with us at HR@eltemate.com. We look forward to meeting you.