



## About Poq

Poq is a global Software-as-a-Service platform that empowers retailers and brands to create highly effective and fully customised native apps in record time. Apps that allow them to build stronger brands, sell more products, deepen customer loyalty and deliver highly relevant content.

The Poq platform is the result of years of focus on retail apps and is proven to increase customer engagement and revenue. Clients include the largest brands and retailers, such as Missguided, Belk, the Cotton On Group and FeelUnique.

The London-based start-up has offices in London and New York. Founded in 2011, the company is VC-backed, raising £16.5 million and recently closed Series B funding in 2018, the most recent round was led by Smedvig Capital, with participation from previous backers Beringea and Revolt Ventures.

## About the role - Partner Enablement Manager

Reporting directly into the Head of Professional Services, you will be responsible for all aspects of the Partner lifecycle at Poq, from onboarding & upskilling to delivery. You will be a partner champion and an app commerce advocate to both internal and external stakeholders.

You will work closely with our partners as well as the commercial, services and product teams to ensure we have the right offering in place to maximise the opportunity of indirect sales and SI delivery. You will be measured on things like partner satisfaction, accuracy of launch estimates and time to productivity for new partners.

You will be the go-to technical expert for commercial processes and will act as a trusted advisor to prospects and clients on how to launch, integrate and manage an app within their existing infrastructure, while at the same time providing insight and feedback that will allow us to increase profitability and predictability continually improving our offering and go-to-market strategy.

## What you'll be doing

- You will drive the Partner Enablement function, joining the function its early days, where you'll have the opportunity to steer Poq's cooperation with partners globally
- You will be the first touchpoint for Partners delivering Poq applications, educating, training, onboarding and supporting them in their delivery
- You will be technically savvy, and lead Partners to best practices in use of the Poq platform
- Responsible for mapping customer and partner needs to existing or required architecture and features
- Extensive stakeholder management including at Poq, with clients and on the partner side
- Be the voice of the Partners to our Product Management team
- Create technical documentation, templates and processes to accelerate the work of out partners
- Work closely with the Head of Sales to support pre-sales initiatives that involve partners
- Work with cross-functional teams, providing feedback and support to the evolution of the Poq offering

## What you'll have

- At least 5+ years in partner enablement roles or solution architecture roles
- Hands on experience in technical architecture definition, and working knowledge of varied front-end, middleware, API and backend technologies and frameworks
- Experience in project management and delivering software projects using agile frameworks like Scrum
- Technical problem solving skills
- Technical writing, with focus on developer and user documentation
- Confidence to present solutions and influence/engage key senior level stakeholders, exceptional communication skills including written and verbal communications as well as visualizations
- Strong situational analysis and decision making abilities and the ability to initiate discussion and influence outcomes
- Work with a high degree of autonomy on delivering outcomes that exceed client expectations
- Proven track record and experience in architecture and solution design in e-commerce, preferably with practical experience of Salesforce SFCC
- Solution Architecture experience designing and implementing complex enterprise applications in B2B2C environment



We love spending time together as a team, [check us out on Instagram](#). You can see [more about our team here](#).

### How to apply

If you're excited about joining the team at Poq, the opportunity and resonate with our Values, then we'd love to hear from you. Please email your CV to [recruitment@poqcommerce.com](mailto:recruitment@poqcommerce.com)

### GDPR Compliance at Poq

Poq will use the personal data provided by you in your application to contact you regarding matters relevant to the recruitment of this role. Members of the People team and relevant hiring managers and interviewers will have access to your CV during the recruitment process.

### Poq Values & Behaviours

#### Deliberate

- We move forward constructively with integrity and purpose
- We bring the best version of ourselves every day
- We are experts and innovators at the top of our game

#### Enterprising

- We are ambitious, resilient and passionate about what we do
- We are creative thinkers, problem solvers, decision makers
- We do great work and get things done together

#### Honourable

- We take ownership and hold ourselves accountable
- Take pride in our product, our work and each other
- We are honest, decent and do the right thing

#### Open

- We are open to ideas, learning and evolving
- We work together as one team
- We celebrate and embrace our diversity

