



Senior Account Manager

About the Team and the Role

At Mencap, we're at a genuinely exciting point in our journey. Our new strategy, Mencap 2030, sets out a bold ambition for the future, and engaging and growing our partnership potential is central to making it happen. This is a new role as part of Mencap's investment commitment.

The Senior Account Manager is a hybrid role, combining strategic account management with new business development. Working across a portfolio of existing partners and future opportunities, you will drive sustainable income growth, deepen strategic relationships and secure partnerships that create lasting impact for people with a learning disability and their families. Based within the Relationships Fundraising directorate, this role goes beyond income generation to build purposeful, long-term partnerships, with lived experience at the heart of everything we do.

Reporting to the Corporate Partnerships Lead, you will work collaboratively across Mencap to identify opportunities, develop compelling partnership propositions and deliver exceptional partnership experiences. Co-production is central to the role, working closely with colleagues across fundraising, programme delivery, communications, impact and alongside colleagues with lived experience to ensure partnerships are inclusive, authentic and high impact.

Core responsibilities

- Lead and grow a portfolio of strategic partnerships, maximising income, engagement and impact.
- Build and manage a pipeline of new business opportunities, securing six and seven-figure partnerships aligned to Mencap's priorities.
- Develop and deliver ambitious partnership plans that drive growth, renewal and long-term value.
- Build trusted relationships with senior stakeholders and identify opportunities to deepen engagement.
- Deliver outstanding stewardship and partner experiences throughout the partnership lifecycle.
- Lead partnership reporting, forecasting and portfolio management, ensuring accurate Salesforce records and income projections.
- Work collaboratively across Mencap to develop and deliver high-impact partnerships.
- Support the transition into long-term management, ensuring a seamless partner experience.
- Act as an ambassador for Mencap, building partnerships that help people with a learning disability live happy, healthy and inclusive lives.

Success in the role will be measured through

- Delivery of annual and multi-year income targets.
- Growth, retention and renewal of strategic corporate partnerships, alongside a strong, balanced multi-year partnership pipeline.
- High standards of stewardship and long-term partner engagement.
- Accurate forecasting, pipeline management and Salesforce discipline
- Cross-team collaboration, including meaningful involvement of colleagues with lived experience.

What you will bring to the role (Essentials)

- Experience securing six- and/or seven-figure, long-term corporate partnerships.
- Experience managing and growing high-value partnerships, including six-figure relationships.
- Experience securing new business and developing corporate partnership opportunities.
- Strong relationship-building, influencing and stakeholder engagement skills.
- Ability to develop compelling partnership propositions and account plans.
- Strong financial, forecasting and reporting capability.
- Confidence working across teams and using CRM systems, ideally Salesforce.
- A collaborative, inclusive approach and commitment to involving people with lived experience.
- Commitment to belonging, and an understanding of learning disability or willingness to learn.

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.

Hours and Location: 37.5hrs, Flexible working Mon-Fri, 1 day a week in the London Office, Aldgate East. At times this role will include UK-wide travel and occasional overnight stays.



"This isn't just a job - it's a chance to help change the lives of people with a learning disability and their families. If you're passionate about making a difference, join Mencap in building a more inclusive future."

Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone