

Account Manager: Strategic Partnerships

Location: London (Shoreditch office, 2 days per week)

Travel: Regular UK travel required

Experience: minimum 2 years

About Us

At HelloSelf, we provide therapy and coaching to help people feel and live better. Our innovative video therapy platform connects members with the UK's leading psychologists and CBT therapists, offering flexibility and convenience.

Utilising technology, we extend the boundaries of traditional therapy, harnessing AI to accelerate progress and promote long-term wellness beyond treatment.

There are substantial unmet mental health needs within the UK and globally. We're on a mission to innovate and make Every Self Better. We're a small, talented, high energy, inclusive and supportive team with strong business and clinical leadership.

You will be working with some of the most cutting edge technology, in a supportive and passionate team. We're keen to hear from aspiring psychologists who want to work with us on this goal.

About the Role

We're looking for an Account Manager to take ownership of one or two of HelloSelf's largest and most strategic partnership accounts.

This is a delivery-focused role where you'll act as the day-to-day operational lead for partners. You'll be responsible for translating signed agreements into clear delivery plans, coordinating internal teams, and ensuring partners feel confident, supported and well-served as the partnership grows.

A key part of the role is being curious and commercially aware - asking the right questions to understand partner needs deeply, spotting opportunities where HelloSelf can add more value, and working with senior colleagues to shape sensible, partner-led upsell or expansion opportunities over time.

You'll work closely with senior leadership, clinical leads, product and engineering teams, and will be trusted to run workshops, manage complexity, and hold your own with partner stakeholders.

Key Responsibilities

Partnership ownership & handover

- Take ownership of partnerships following a structured briefing from senior leadership.
- Act as the partner's main point of contact for operational, clinical and delivery-related activity.

- Maintain confidence and momentum with partners during the transition from contract to delivery.

Scoping & delivery design

- Lead partner scoping and delivery design workshops to translate contracts into clear, shared delivery plans.
- Work with partner stakeholders (operations, clinical, tech) to define scope, priorities, success measures and timelines.
- Collaborate with internal teams including Product, Engineering, Therapist Experience and Customer Operations.
- Produce clear delivery scope documents that act as the single source of truth for delivery.

Delivery management & growth opportunities

- Coordinate internal teams to deliver against agreed milestones.
- Track progress, surface risks early, and manage dependencies.
- Think on your feet to resolve issues and propose solutions using HelloSelf's product and service offerings.
- Stay close to partner usage, outcomes and feedback to identify opportunities to extend or deepen the partnership.
- Work with senior colleagues to shape and progress upsell or expansion opportunities where they genuinely add value for the partner.

Relationship management & reporting

- Build trusted, long-term relationships with partner stakeholders.
- Confidently handle challenging or sensitive conversations when expectations, timelines or constraints need to be managed.
- Prepare inputs for quarterly partnership reviews and contribute to ongoing reporting and updates.
- Represent HelloSelf professionally in meetings, workshops and on-site partner visits across the UK.

About You

- At least 2 years of professional experience ideally in startups, commercial, sales, tech or healthcare.
- A background or strong interest in psychology, mental health or healthcare.
- Confident communicating with senior stakeholders and comfortable holding your own in meetings.
- Able to ask thoughtful, sometimes challenging questions and navigate ambiguity.
- Strong problem-solving skills and the ability to think on your feet.
- Comfortable working with technology and picking up/explaining new softwares.
- Highly organised, with attention to detail and strong follow-through.
- Enjoys working cross-functionally and building relationships across teams.
- Willing and able to travel within the UK as part of the role.

Compensation, Perks & Benefits

- Competitive salary.

- AXA private medical insurance.
- Flexible working, with two days per week in our Shoreditch office.
- Exposure to multiple areas of the business, including product, engineering and clinical operations.
- Clear room for growth and progression in a fast-growing company.