









**CrimeStoppers.**

APPLICATION PACK

# ACCOUNT MANAGER

Speak up. Stay safe. Join us.

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## Welcome from the CEO



The information given to us anonymously, stops criminals in their tracks and ensures justice is served for victims and their families.

We're an independent charity that gives people the power to speak up and stop crime, 100% anonymously.

Crimestoppers provides a voice to the disenfranchised, reaching out to people who want to do the right thing but can't quite bring themselves to talk to the police directly, either out of circumstance or other factors.

Our charity status and guarantee of anonymity encourages people to report what they've seen, know or heard. It helps prevent crime with no repercussions on the individual at all. We are, and always have been, inclusive: we don't judge – we're here for everyone who needs us, anonymously.

The information we are given covers everything from murder and serious assaults, firearms, domestic abuse, modern slavery, to drugs including exploitation and gang violence, we even process time critical intelligence that helps save lives.

Crimestoppers started as a modest phone hotline, now it's a 24/7 service with a national UK Contact Centre staffed by specially trained, non-police staff.

Our promise is clear: **No police. No courts. No witness statements.**

Simply put, there's no comeback. We've always kept our promise of anonymity to the millions of people who have used our service.

If you want to help us reach more people in need, then you might be the person we are looking for.

Best wishes

*Mark Hallas, Chief Executive, Crimestoppers Trust.*

## Our Vision

Everyone has the right to feel safe from crime, wherever they live.

## Our Mission

We're an independent charity that gives you the power to speak up to stop crime, 100% anonymously.

Whoever you are, wherever you live, from communities to companies.

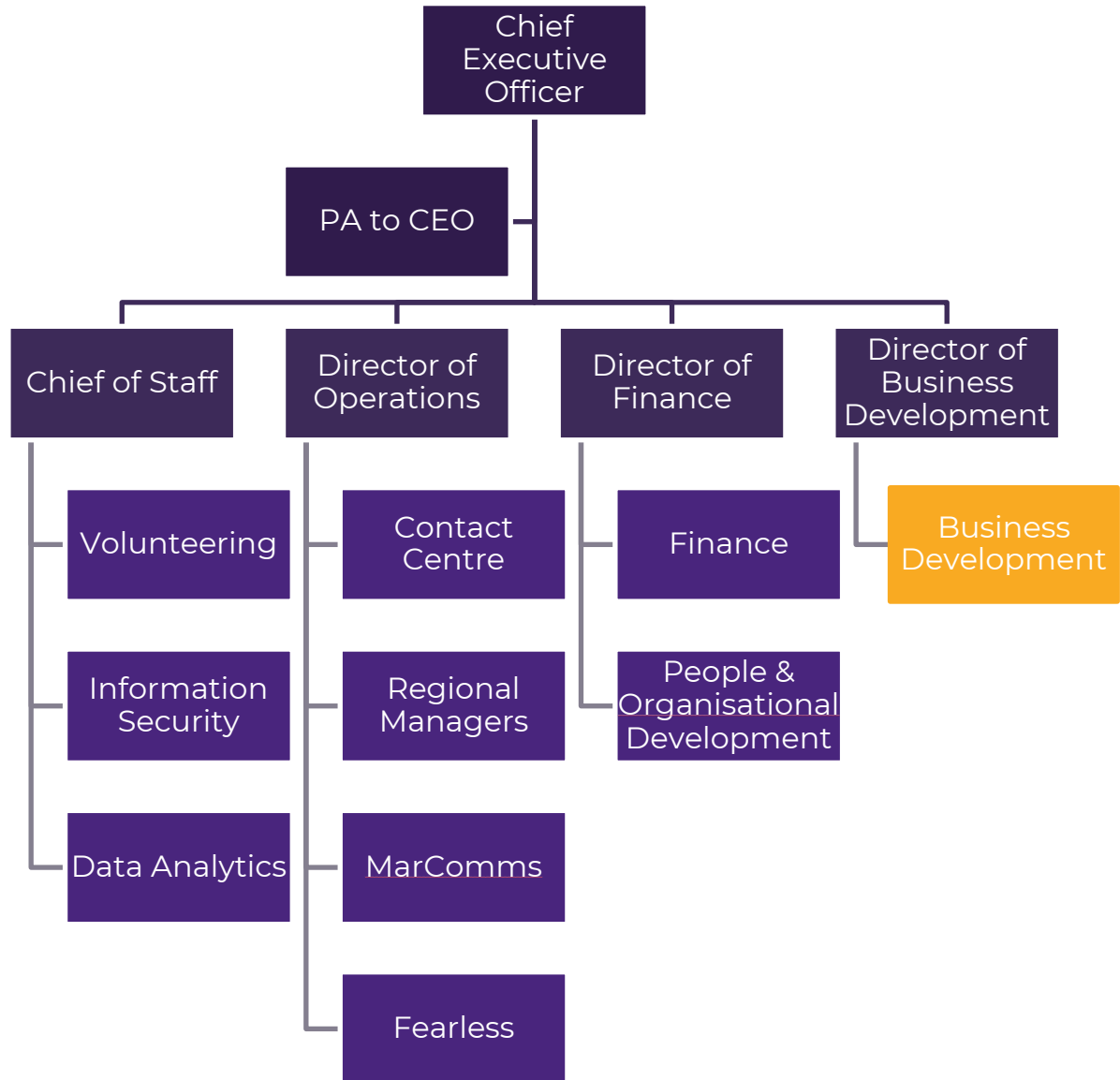
By phone and online, 24/7, 365 days a year.

We also share advice on how to protect the people you care about from crime, so everyone can feel safe.

## Our Values

- ▶ We care
- ▶ We're inclusive
- ▶ We're determined
- ▶ We're trustworthy

## Staffing Structure



## What We Offer

**Together we'll be helping to keep people safe, but what else do we offer our employees?**



30 days annual leave + 8 bank holidays



3 days paid volunteering leave



Access to benefits platform CS Advantage & Tickets for Good



Employee Assistance Programme (EAP)



4% pension contributions, with salary exchange option



Life insurance worth x2 your salary



Learning & development pathways and opportunities



Service length rewards at 2, 5 10, 15 years and beyond



Annual social events



Cycle loan scheme and travel loan scheme



Free car-parking



Free annual flu vaccination and annual eye test

## About the Role

**Job Title:** Account Manager

**About the role:** As part of an ambitious Business Development team, you'll work closely with partners from the commercial, not-for-profit and government sectors to plan and implement activities that enable people to report crime without fear.

Reporting to the Director of Business Development, you will work collaboratively, whilst showing initiative and proactivity. Much of the work we do is cutting-edge for the sector and as such, we welcome creativity, curiosity and a solutions-based approach.

The Account Manager position is very varied – liaising closely with Operations, MarComms and our Data teams and of course, at all times, overseeing and meeting partners, producing reports and writing evaluations.

You will enjoy a fast-paced environment and be able to show flexibility and agility with a complete focus on delivering partner needs. You need to be comfortable working as part of a team that is driven by financial targets.

**Reports to:** Director of Business Development

**Location:** Head Office – Hybrid (3 days in the office, 2 days at home, with potential travel and overnight stays in the UK required)

**Contract:** Permanent

**Salary:** £35,000 - £38,000 (DOE)

**Hours:** 37.5 hours per week

**DBS required:** Yes

## Key Responsibilities

- Provide the highest level of proactive account management support to our partners while ensuring that we keep income attrition/loss on existing accounts to below 5% of total gross target
- Supporting commercial income targets by cross-selling and up-selling commercial services to existing partner accounts
- Work with and support the Director and Head of Business Development generate income from new opportunities
- Negotiate ongoing contract partnerships with accounts that have been allocated to the position
- Ensure that we maintain NET income margins at agreed levels
- Lead on allocated partner account activities - launching new reporting services, issuing rewards, guiding on use of IP, supporting partners to optimise service performance, and briefing and working on marketing campaign implementation with the MarComms team
- Work with Crimestoppers' Contact Centre and Data team to provide timely partner management information reports
- Support Directors with monthly income forecasting

## Skills, Knowledge or Experience Required

- Evidence of proactive end-to-end account management of commercial partners in either the charity or private sector **(Essential)**
- Evidence of account management experience of working with internal marketing and communications professionals to deliver for clients **(Essential)**
- Ability to cost partner activities to ensure that we maintain NET income **(Essential)**
- Evidence of negotiating contract renewals, undertaking pricing for commercial services, identifying opportunities for service upsell, and writing proposals **(Essential)**
- Highly skilled in verbal and non-verbal communication **(Essential)**
- Excellent customer service and stakeholder management skills **(Essential)**
- Ability to present information and data to clients **(Essential)**
- Experience of utilising a CRM **(Desirable)**

## How to Apply

### How to apply

[Apply via our careers page here](#)

Please note that you must submit both a CV and a covering letter to be considered for this role.

Please ensure that your application reflects your genuine voice and experiences that demonstrate your suitability for this role.

### Closing date

8<sup>th</sup> June 2026

### Interviews

16<sup>th</sup> June 2026, in our South London office

### More information

To have an informal conversation regarding the role or if you require further details, please email the People & Organisational Development team on [\*\*recruitment@crimestoppers-uk.org\*\*](mailto:recruitment@crimestoppers-uk.org)