**JOB DESCRIPTION**

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| **Title** | Upshot Account and Support Manager |
| **Employer** | Upshot Systems CIC |
| **Place of work** | Home-based with regular travel to London, when possible |

The Account and Support Manager will be responsible for working with the Upshot team to deliver high quality customer service to all clients. They will manage the implementation of the Upshot system for new clients, deal with customer support queries and manage contract renewals for existing clients. The role enables the candidate to work closely with a range of different charities, sport and non-sport, to help and support them to collect good data and better measure the impact of their community work.

Beyond their core responsibilities, the Account and Support Manager will also have the opportunity to develop the business more broadly, partaking in ongoing marketing exercises and wider discussions around the development of the system. The role is varied, providing the unique opportunity to learn the many different skills needed to run a tech start up, under the umbrella of a social enterprise. They will help develop Upshot’s online help guides, deliver training across the country, host workshops via webinar, and assist with improving efficiency within the team.

Account management

1. Manage the implementation of Upshot for new clients, including analysing clients’ needs and adapting the system to meet their requirements.
2. Deliver training to new and existing Upshot users.
3. Provide a high quality customer experience, including designing and producing support materials, such as online tutorials, guides and documents.
4. Provide user support to Upshot clients online, by telephone or in person, when possible
5. Manage the needs of clients and secure contract renewals.
6. Work closely with the Head of Account Management to maintain excellent relationships with key accounts.
7. Collaborate with other team members to ensure accurate and complete information is captured in CRM (Customer Relationship Management), Ticketing system and Finance systems.

Business Development and Marketing

1. Advise and support the Upshot team in the delivery of marketing material, organising events and campaigns to maximise sales opportunities.
2. Assist in the management of Upshot social media channels.
3. Support the business development team in expanding our client base

Software development

1. Support the Upshot development team to carry out user testing and make recommendations for enhancements to the system’s features and functionality.
2. Advise the Upshot team regarding improvements to the system to assist with sales and existing customer satisfaction.

Other

1. Provide support to the rest of the Upshot team where needed.
2. Undertake duties as can be reasonably expected to ensure the smooth running and efficiency of the Upshot team.
3. Carry out duties and responsibilities at all times in compliance with Upshot policies.

**PERSON SPECIFICATION**

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*Ideally, we’re looking for someone with the following characteristics. However, it is not essential to possess all.*

Knowledge of:

1. Web-based software applications.
2. The not-for-profit sector, including Local authorities, National charities, Universities and Colleges.
3. Sports development and/or sport for development including National Governing Bodies, Active Partnerships and sport clubs.
4. Monitoring and evaluation, impact measurement, data collection.
5. Microsoft products including high proficiency in Excel.

Experience of:

1. Account management and customer service.
2. Planning and project management
3. Delivering training to a range of audiences.
4. Providing client and user support, especially on digital tools.
5. Sales, marketing and utilising social media in a professional context.

Other qualities might include:

1. A huge desire to learn, develop quickly and provide collegial support to other members of the Upshot team.
2. Creative ability, problem solving skills, energy and enthusiasm.
3. Excellent interpersonal skills and ability to build great relationships and partnerships with individuals and organisations.
4. Ability to communicate clearly and succinctly to a range of audiences through various media.
5. Ability to prioritise work regularly and balance the pressures of implementation, customer service and training.
6. Fluency in English required and additional languages desirable but not essential