

JOB DESCRIPTION

Title	Upshot Account and Support Manager
Employer	Upshot Systems CIC
Compensation	£30,000 - £33,000 per annum plus generous benefits
Place of work	Hybrid working split between: • House of Sport, 190 Great Dover Street, London, SE1 4YB • Remote work from home The successful candidate will be expected to work for two days per week at the House of Sport and with the remainder of their time worked remotely. From time to time, depending on business needs there may be a requirement to attend the office for additional days. This role also involves periodic travel to client locations to build relationships and deliver training.

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 audiences, stakeholders and different charities, sport and non-sport, to help and support them to collect good data and better measure the impact of their community work.

The successful candidate will manage both high-level and operational client relationships and will serve as the primary point of contact for all new and existing clients assigned to them.

Beyond their core responsibilities, the Account and Support Manager will have opportunities to contribute to the wider development of the business. This includes identifying potential business development opportunities, supporting ongoing marketing activity, contributing to discussions on system development and engaging with the wider Monitoring, Evaluation and Learning Services team.

The role is varied and offers a unique opportunity to develop a broad range of skills required to run a tech start-up, within a social enterprise. The successful candidate will support the development of Upshot's online help guides/resources, deliver online and face-to-face training, host workshops and assist with improving efficiency within the team.

Account and Support – Core responsibilities

Client Onboarding and Training:

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 groups of new and existing Upshot users in-person and online.

Support:

3. Provide a high-quality customer experience, supporting on designing and producing support materials, such as online tutorials, guides and documents.
4. Provide high-quality user support, resolving complex queries and ensuring high client satisfaction.
5. Proactively troubleshooting and offering tailored solutions to clients' needs online, by telephone or in person.

Renewals:

6. Conduct regular check-ins with clients during the licence period to ensure they are satisfied and utilising the product fully.
7. Manage the renewal process, ensuring clients renew their contracts annually and identifying opportunities for upselling or upgrades.

General Account Management:

8. Build relationships with and take full ownership of allocated & identified new and existing clients.
9. Monitor client accounts to ensure they are active and engaged, taking proactive steps to address any potential issues.

Collaboration and Coordination:

10. Work closely with the Head of Account Management and the wider Account Management team to maintain excellent relationships with all clients.
11. Work with internal teams, such as Product, to highlight client issues and improve the overall client experience.
12. Collaborate with other team members to ensure accurate and complete information is captured in CRM (Customer Relationship Management) and Finance systems.
13. Provide support to the Upshot team for client-related tasks.
14. Lead or support on projects to improve internal processes and implement them successfully within the wider team.

Additional Responsibilities

Business Development and Marketing

15. Play an active role in identifying and securing new business opportunities to expand our client base.
16. Support the Upshot team in the delivery of marketing material, organising events and campaigns to maximise sales opportunities.

Monitoring, Evaluation and Learning Services

17. Advise clients on best practices in data collection and impact measurement, and support internal efforts to continually enhance client's MEL needs.
18. Provide support for the delivery of MEL workshops both in-person and online.

Software development

19. Support the Upshot Product team to carry out user testing and make recommendations for enhancements to the system's features and functionality.

Other

20. Provide support to the rest of the Upshot team where needed.
21. Undertake duties as can be reasonably expected to ensure the smooth running and efficiency of the Upshot team.
22. Carry out all duties and responsibilities in accordance with Upshot policies.

PERSON SPECIFICATION

Title	Upshot Account and Support Manager
Employer	Upshot Systems CIC
Place of work	Hybrid working split between: • House of Sport, 190 Great Dover Street, London, SE1 4YB • Remote work from home The expectation would be that the successful candidate would spend two days per week at the House of Sport and with the remainder of their time worked remotely. From time to time, depending on business needs there may be a requirement to attend the office for additional days. This role also involves periodic travel to client locations to build relationships and deliver training.

We are seeking candidates who demonstrate the following characteristics, though we recognise that no candidate will meet every requirement.

Knowledge of:

1. Web-based software applications and data management.
2. The not-for-profit sector, including Local authorities, Housing Associations, Universities and Colleges.
3. Sports development and/or sport for development including National Governing Bodies, County sports partnerships and sport clubs.
4. MEL (Monitoring, Evaluation & Learning) impact measurement, data collection.
5. Microsoft products, particularly Excel to an advanced level.

Experience of:

6. Account management and customer service in a tech, SaaS or charity environment.
7. Leading on external projects with a wide range of stakeholders from planning to execution
8. Delivering group training and/or workshops to a range of audiences – in person and online.
9. Providing client and user support, especially on digital tools.
10. Building and maintaining strong relationships with clients and partners.
11. Communicating clearly and succinctly to a range of audiences through various channels.
12. Managing workload independently to balance the competing pressures of customer service, implementation, training and internal tasks.

Additional qualities recognised:

13. A strong desire to learn and develop quickly, and to work collaboratively with other members of the Upshot team. Creative ability, problem solving skills, energy and enthusiasm.
14. Handling, analysing and visualising data to produce actionable insights.
15. Familiarity with data visualisation tools (e.g Power BI, Google Looker Studio and Tableau).
16. Fluency in English required and additional languages desirable but not essential.
17. All applicants must be eligible to work in the UK.