

JOB DESCRIPTION

Title	Upshot Account and Support Manager
Employer	Football Foundation
Place of work	Whittington House, 19 – 30 Alfred Place, London, WC1E 7EA

Account management and Support

1. Manage the implementation of Upshot for new clients, including analysing clients' needs, configuring and adapting the system to meet their requirements.
2. Deliver training to new and existing Upshot users.
3. Provide a high quality client experience.
4. Designing and producing support materials, such as online tutorials and guides.
5. Manage the needs of existing clients and secure contract renewals.
6. Provide user support to Upshot clients online, by telephone or in person.

Sales

7. Assist consultants with generating leads and acquiring new business for Upshot.
8. Retain and expand Upshot's existing client base.

Marketing

9. Advise and support the Upshot team in the delivery of marketing material, events and campaigns to maximise sales and thought leadership opportunities.
10. Assist in the management of Upshot social media channels.

Software development

11. Advise the Upshot team regarding improvements to the system to assist with sales and existing client satisfaction.
12. Carry out user testing and make recommendations for enhancements to the system's features and functionality.

Other

13. Undertake duties as can be reasonably expected to ensure the smooth running and efficiency of the Upshot team and the Football Foundation such as assisting with Finance and Admin.
14. Carry out duties and responsibilities at all times in compliance with Foundation 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 and you will have the opportunity to learn the skills you are yet to develop

Knowledge of

1. Web-based software applications.
2. The not-for-profit sector, sports development and/or sport for development.
3. Monitoring and evaluation, impact measurement, data collection.

Experience of

4. Account management.
5. Delivering training to a range of audiences.
6. Providing customer service and support.
7. Sales, marketing and utilising social media in a professional context.

Other things, such as

8. A huge desire to learn, develop quickly and provide collegial support to other members of the Upshot team.
9. Creative ability, energy and enthusiasm.
10. Excellent interpersonal skills and ability to build great relationships and partnerships with individuals and organisations.
11. Ability to utilise online software services and Microsoft products to bring business efficiency.
12. Ability to communicate clearly and succinctly to a range of audiences.
13. Ability to prioritise work regularly and balance the pressures of implementation, customer service, training, lead generation, and sales.