

	<h1>Job Description</h1>
JOB TITLE:	Sector Support Manager - Language
Accountable to:	Head of Sector Support
PURPOSE OF THE JOB	
<p>This role will plan and implement strategies that support the retention and growth of organisations in the language sector to successfully deliver Trinity suites language qualifications.</p> <p>You will manage a portfolio of key customer accounts and be responsible for ensuring we deliver an exception customer service to them.</p> <p>This involves working across the language sector, to include and not limited to FE colleges, Adult Education, Private Language Schools and Language Agents</p> <p>This post is based within Trinity’s Croydon office, with some visits to centre.</p>	
KEY ACCOUNTABILITIES & TASKS	
<ul style="list-style-type: none"> • Devise and implement strategies for key account customers working to achieve a 90% retention rate • Devise and implement strategies for general (non-key account) customers • Manage an overall ‘onboarding’ process for new centres • Provide exceptional customer services by providing focused advice and guidance by phone, email and from time-to-time in person • Manage feedback and complaints from customers to resolution working with other teams as needed • Proactively seek feedback from customer to enhance and improve our offer • Manage and implement a comms and contact plan to a variety of customer and other stakeholder audiences • Use customer engagement data to identify opportunities for growth as well as customer we are at risk of losing and follow up as appropriate • Using data and customer intelligence to inform candidate forecasting work feeding into budgeting and reforecasting processes. • Work with Marketing and Communications to support marketing campaigns and activity • Working particularly working closely with colleagues in business development to ensure smooth transition of new customers to the key account team • Work collaboratively across other departments within Trinity as needed, eg operations, product digital • Update all retention activity and contacts into the CRM and support the creation of reports as directed by the Head of Key Account • Co-ordinate freelance commissions to develop resources or run special projects, as appropriate 	

JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST

Education/Qualification

- Educated to first degree or equivalent experience

Knowledge

- Excellent knowledge of UK or International ESOL sector, knowledge in accreditation and its regulatory environment and/or knowledge of Trinity's suite of language qualifications

Experience

- Working within or directly with the UK or International ESOL sector
- Proficient in using data to make informed decisions and to evaluate the success of strategies
- Resource development
- Offering excellent customer services through delivering advice, dealing with feedback and managing complaints
- Well versed in supporting the growth of a product or project through increasing engagement with customers
- Experience of delivering one of suite of language qualifications, is desirable

Skills

- Aptitude for project management including budget and risk management
- Commercial acumen to identify and take advantage of new business opportunities and be strategic
- Strong written and oral communication skills
- Excellent organisation and time management skills
- Proven ability to deliver to tight deadlines
- Negotiation and problem solving skills

CONTACTS : INTERNAL AND EXTERNAL

- UK and Ireland plus central teams – particularly Business Development, Marketing, Publications & Communications, Academic and Operations departments
- Language centres – FE colleges, adult education, private language schools

FINANCIAL PARAMETERS

Responsibility for monitoring spend against budget, agreeing any spend with line manager