



ACCOUNT MANAGER

Are you an experienced Account Manager looking for a new challenge? Do you want to work for a multi-award winning tech startup and make a positive impact on society?

Come and join MOMO, a growing business in the tech for social good sector. We have taken our app for young people and children's services from MVP to a sustainable business and we're now scaling, with a need to increase capacity and ensure MOMO continues to support customer success.

You will be looking to join a young ambitious company where you can use your initiative, develop your skills and be part of a high performing team.

Job Title: Account Manager

Contract: Permanent

Based in: Flexible (UK only)

Hours: Full time

Salary: circa £30,000

Key responsibilities

Support local authority children's services and their social work staff to implement MOMO and achieve best possible results

Monitor performance of MOMO in customer areas and analyse patterns of use

Feed performance metrics and the learning gained from your relationships with customers into the continuous development of MOMO

Support children's services to involve young people in training and transformation plans, and in using the MOMO app.

Tasks

This is a developing role and the tasks required to carry it out will evolve as MOMO develops and your skills grow. These are core tasks you're likely to be performing in the first 6 months and beyond:

- Creating trusted relationships with MOMO's customers
- Carrying out contract support and review calls with customer project leads
- Gathering stories of good MOMO practice on audio, video and written
- Publishing stories of good MOMO practice
- Identifying new ways for workers and young people to make use of MOMO
- Co-ordinating frontline customer support, supported by Team MOMO's virtual PA
- Supporting implementation of MOMO into new customer areas
- Running MOMO community events online
- Running MOMO's annual conference
- Delivering MOMO training to workers in customer areas

Required skills, attributes and experience

Essential	How assessed
Experience of planning, managing and delivering customer facing projects	Interview
Empathic, observant and with a track record of creating great relationships with individuals, teams, services and organisations	CV References
Strong analytic and Excel skills	CV Interview
Confident with digital media and with a positive attitude to understanding more	Statement Interview
Able to understand digital services and products,, with empathy for the user's experience	Statement Interview
Strong communication and presentation skills, including ability to write with style and brevity	CV
Ability to understand and communicate technical concepts in a simple way	Interview
A high attention to detail, to maintain the high standards that we set for all of our services	Interview References
Comfortable working as part of a remote team	Interview
Able to travel across the UK, up to twice week, sometimes with overnight stays	Interview
Able to work from central London office, or from home (UK wide)	Interview

Desirable	How this will be assessed
Experience of managing performance or participation services in the children's social care services, or similar	CV Interview
Knowledge of the public sector	CV Interview
Excited by the challenge of working in a dynamic, quickly changing environment	Interview Statement
An interest in technology as a means of improving young people's lives	Interview Statement
Experience of training or group facilitation	CV Interview

Apply here

Please apply now with a two-page CV and 500-word statement explaining your desire and suitability for the role to: recruitment@mindofmyown.org.uk

For a conversation about the role please call Joe Roberson, Business Director on 07834 364 205

Closing date

5pm, Sunday, October 16th 2016

We expect to hold interviews in London on Monday, October 24th