



# Football Foundation

Recruitment pack

Upshot Account and Support Manager

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## **1. About the Football Foundation and Upshot**

Established in 2000, the **Football Foundation** is one of the largest sports charities in the world. It is a partnership between the Premier League, The FA and the Government, who between them contribute more than £60 million per year towards the development of football facilities across the country.

Upshot is an online management system launched by the Football Foundation in 2012. Upshot enables organisations to manage, monitor and evidence their community projects and allow grant givers to measure and analyse the impact of their investment.

Upshot has been so well received that it is now being used by over 700 different organisations, including NGBs, Sport Foundations, County Sports Partnerships, Universities, Local Authorities and international NGOs. These non-profit organisations use the system to better manage their projects, evidence their work and demonstrate their impact across the sporting and non-sporting landscape.

## **2. Main purpose of the Upshot Account and Support Manager role**

The Account and Support Manager will be responsible for working with the Upshot team to deliver high quality customer service to all Upshot 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. As Upshot is run like a social enterprise within the Football Foundation, with all profits going back into the Foundation, this 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.

The Account and Support Manager will also work on a range of different business areas such as account management, business development, marketing and software development. The role is varied and provides the unique opportunity to learn the many different skills needed to run a tech start up, under the umbrella of a sports charity. They will help produce Upshot's online help guides, deliver training and workshops all around the country as well as online through webinars, and assist with improving efficiency within the team. The role will also involve other key activities beyond Upshot, such as working with the other Football Foundation departments and occasionally liaising with our Funding Partners.

## **3. Salary**

The salary for the role is £20,000 with the potential to earn £24,000 OTE\*.

\* Employees are only eligible for commission after the probation period has been successfully completed.

## **4. Location**

The role will be based from the Foundation's office in central London.

## **5. Key responsibilities of the Upshot Account and Support Manager role**

The Upshot Account and Support Manager will work within the Upshot team which has a team of eight. The successful candidate will focus on delivering high quality customer service to all Upshot clients through managing the implementation of the Upshot system for new clients, dealing with customer support queries and managing contract renewals for existing clients.

- Manage the implementation of Upshot for new clients, including analysing clients' needs and adapting the system to meet their requirements.
- Deliver training to new and existing Upshot users.
- Provide a high quality customer experience, including designing and producing support materials, such as online tutorial and documents.
- Provide user support to Upshot clients online, by telephone or in person
- Manage the needs of clients and secure contract renewals.
- Work closely with the Upshot Relationship Manager to maintain excellent relationships with key accounts.
- Collaborate with other team members to ensure accurate and complete information is captured in CRM (Customer Relationship Management) systems.

## **6. Knowledge needed for the role**

- Web-based software applications (Desirable)
- The not-for-profit sector, including Local authorities, Housing Associations, Universities and Colleges (Desirable)
- Sports development and/or sport for development including National Governing Bodies, County sports partnerships and sport clubs (Desirable)
- Monitoring and evaluation, impact measurement, data collection (Desirable)
- Microsoft products including Excel (Essential)

## **7. Experience needed from applicants**

- Delivering training to a range of audiences (Desirable)
- Providing client and user support and account management (Essential)
- Sales, marketing and utilising social media in a professional context (Desirable)

## **8. Skills and abilities (Essential)**

- A huge desire to learn, develop quickly and provide collegial support to other members of the Upshot team.
- Creative ability, problem solving skills, energy and enthusiasm.
- Excellent interpersonal skills and ability to build great relationships and partnerships with individuals and organisations.
- Ability to communicate clearly and succinctly to a range of audiences through various media.

- Ability to prioritise work regularly and balance the pressures of implementation, customer service and training.
- Project management skills
- Additional languages desirable but not essential



## 9. What does the Foundation offer?

The Foundation offers a great environment in which to grow your skills and knowledge and develop your career. The salary and benefits package is competitive, including 25 days annual leave (plus bank holidays), flexible core working hours, a generous pension scheme, health care provision, and an annual salary review (after probation).

## 10. Equality and diversity

The Foundation is looking to develop a workforce that effectively represents the broad, diverse national constituency that we support and which provides for the broadest range of opinions. While we will appoint on merit, the Foundation is committed to establishing a workforce that represents a diverse range of backgrounds, knowledge, experience and personal attributes. Accordingly, we would encourage candidates from all walks of life and backgrounds to apply.



## 11. Selection process

Selection will be consistent with the recruitment and selection for all Foundation appointments. It is anticipated that this will include a single-stage interview process. All applications will be 'sifted' against the criteria set out in the role and person specification to compile a 'short list' who will be invited to the Foundation's office at Whittington House for an interview.

## 12. Application process

If you are excited by this opportunity and wish to apply, please send:

- A **CV**
- A **covering letter** (one-page of A4 explaining how your experience and expertise would meet our needs and why you think people and organisations would like to use Upshot).

These should be addressed to Preeti Shetty and forwarded to **jobs@footballfoundation.org.uk**.

**The closing date for applications is midnight Sunday, 24<sup>th</sup> June.**

To help us track the success of our recruitment campaign, it would be helpful if you could state in your covering letter where you saw the role advertised.

## 13. Equality and diversity monitoring

All applicants are encouraged to complete the Foundation's Equality and Diversity Monitoring Form, which can be found at <http://footballfoundation.org.uk/about-us/jobs>. This confidential and anonymised form helps the Foundation to build up a picture of who is applying to join the organisation and monitor our progress in this area. This form will be kept separate from your application and will have no part in the shortlisting process.

## 14. Further information and queries

This Recruitment Pack is designed to be comprehensive; however, if you have any further questions regarding this role, please email [jobs@footballfoundation.org.uk](mailto:jobs@footballfoundation.org.uk).

## 15. Data protection

When you apply for a role at the Football Foundation, information provided as part of your application will be used for the recruitment process. We will use the contact details you provide us with to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

Any personal data about you will be held securely with access restricted to those involved in dealing with your application and in the recruitment process. Once this process is complete, the data relating to unsuccessful candidates will be stored for a maximum of 12 months and then destroyed. If you are successful, your application will be retained and will form the basis

of your personnel employment record. Information provided for equality and diversity monitoring will be used solely for monitoring the Foundation's progress in this area. Equal opportunities information is retained for 12 months following the closure of the recruitment campaign whether you are successful or not.

We will not share any of the information you provide during the recruitment process with any third parties.

Please also ensure that you are familiar with the Football Foundation's privacy statement and data protection policy that can be found on our website, or through this link <https://www.footballfoundation.org.uk/privacy/> as well as the Foundation's Cookie policy. Again this can be found on our website, or by following this link: <https://www.footballfoundation.org.uk/cookie-policy/>



The Football Foundation positively welcomes and seeks to ensure we achieve diversity in our workforce and that all applicants and employees receive equal and fair treatment. We encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.