

## **Account Manager**

**Reports to: Customer Success team lead**

**Location: 2-3 days London (Covid-dependent)**

**Contract: full time, permanent**

**Salary: £32,000 PA**

### **Overview**

At CENTURY Tech, we use AI, neuroscience and learning science to create the world's most advanced learning technologies. Our tools personalise learning to every student and empower teachers and organisations with rich data insights. We work with leading schools, Ministries of Education, universities and companies across the world.

As demand for high-quality edtech increases, we're now looking for an outstanding Account Manager to serve our primary schools and ensure they get the very best from our platform.

This role is part of the friendly and growing Customer Success team, who are committed to giving outstanding service to all of our schools. This person will serve as the lead point of contact for all customer account management matters for a portfolio of our schools. You will not simply answer queries but build and maintain strong, long-lasting client relationships with schools.

Every school is different and we pride ourselves on building unique relationships with every one. Typical tasks will include: ensuring a smooth and timely onboarding and training process for schools; ensuring schools are up to date on our latest content and product releases; using our dashboards and other tools to monitor usage at schools; assisting with client requests or issues; managing feedback and working with schools to meet their reporting requirements. We are always looking for people with new ideas and creative solutions to support our schools, teachers and students.

Founded by entrepreneur Priya Lakhani OBE in 2013, CENTURY's mission is to use technology to remove roadblocks to learning so that every student can succeed. We're a close-knit team of 80 people united by a mission to use technology to improve the world. We're powered by a strong startup culture and backed by long-term investors aligned with our goals.

Our team has won the MIT Solve, CogX Innovation Award, EdTechXGlobal Award, GESS Award, AI Award and many more. We've also been named Economic Disruptor of the Year by the Spectator and were recognised by UNESCO as a finalist in its ICT in Education Prize.

### **Our ideal candidate**

All of our staff must have a commitment to improving educational outcomes and excitement to work in the field of education technology for the benefits of our teachers and learners. As well as this, we're looking for someone with strong and professional written and interpersonal communication skills. They will have the ability to take initiative and responsibility in managing relationships with stakeholders such as teachers and headteachers. They will have close attention to detail and ability to handle confidential data in an efficient, compliant and sensitive manner, working alongside customers and partners. We work with a lot of data from schools, so comfort working with Excel and/or Gsheets is a plus. Specific knowledge of education is not required, but an ability and willingness to learn about specific educational content areas is important.

### **Specific requirements**

- The successful candidate will have the right to work in the UK
- All successful applicants will be requested to undertake an Enhanced Disclosure and Barring Service check
- For further information please see our [safer recruitment policy](#)

### **What we're offering**

We're offering a competitive salary, 25 days holiday plus your birthday and three extra days at Christmas off, and the potential to start immediately.

We're currently working from home, but we expect to return to our London office once it is sensible to do so. While we're working from home, we'll courier you all the technology you need to thrive.