

**JOB TITLE:**

Sector Support Manager – Primary and Music

**Accountable to:**

Head of Sector Support

**PURPOSE OF THE JOB**

This role will plan and implement strategies that support the retention and growth of organisations in the primary sector and with music education organisations (including Hubs and private music schools) to successfully deliver Trinity suites of arts qualifications (Music and Arts Award).

You will manage a portfolio of key customer accounts and be responsible for ensuring we deliver an exceptional customer service to them.

You will support the development and implantation of a teacher support offer for all customers including resources, blog, workshop and webinars.

This involves working across the primary school sector, music education hubs (mostly on whole group work) as well as possible work with other private Music centres.

This post is based within Trinity's Croydon office, with some visits to centres.

**KEY ACCOUNTABILITIES & TASKS**

- Develop and implement strategies for key account customers working to achieve a 90% retention rate
- Develop a range of support content for Trinity customers including blog, resources and webinars
- Manage an '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
- Update all retention activity and contacts into the CRM and support the creation of reports as directed by the Head of Sector Support
- Manage Trinity College London's access funds supporting candidates from disadvantaged backgrounds to access our qualifications.
- Manage and implement comms 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
- Work with Marketing and Communications to support marketing campaigns and activity
- Work 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

## **JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST**

### **Education/Qualification**

- Educated to first degree or equivalent experience

### **Knowledge**

- Excellent knowledge of UK primary education system and music education as well as relevant current policy, knowledge in accreditation and its regulatory environment and/or knowledge of Trinity's suite of arts qualifications
- Some knowledge of UK arts and cultural landscape and youth and community and relevant policy

### **Experience**

- Experience working within or directly with the formal education sector or within music education
- 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 arts 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
- Primary Schools, Music Education Hubs, Music private centres

## **FINANCIAL PARAMETERS**

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