

Are you great  
with systems  
*and* people?

Acteon

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## Client Services Manager – Web applications: Job description

We are looking for an exceptional person to join our award-winning team in central Cambridge to lead our client services support team for our web-based e-learning products. If you enjoy working with web-based systems as well as helping people and organisations flourish, then we would love to speak to you.

### What we do

Acteon creates communication and learning to help people flourish. That means helping people to make better choices, work more efficiently, be safer, get up to speed faster, sell better, develop their professional skills – whatever it is that makes them, and their organisations, more successful.

We work with our clients to understand the specific objectives that underpin success, and then use communication and learning to drive the positive behaviour change that delivers them. Our solutions work because they are aligned with the context, culture and values of individuals and the organisation.

We are fortunate to work with exciting, household-name clients in a wide range of sectors. A sample of our recent projects include work like:

- facilitating and supporting marketing campaigns, both online and offline
- helping **Royal Mail** staff to combat scam mailings
- supporting effective risk management across **Co-op** Group
- introducing **Channel 4** colleagues to new TV audience monitoring technology
- designing, developing, and supporting software for the UK's largest care companies
- building the reputation of **Bayer** in the field of ophthalmology
- revitalising the learning blend for global pharmaceutical salesforce training
- helping ensure data privacy at **Condé Nast**

### This role, and what we're looking for

Our business has grown significantly in the last five years. Existing clients come back to us time and again for engaging and effective communication programmes and new growth opportunities are strong. We are looking for an exceptional person to join our team and help us to deliver outstanding service and technical system consultancy for our clients.

The **Client Services Manager** will work as a technical consultant with our clients, advising and supporting them in their use and development of learning management systems to reach their organisational goals. You will work daily with Acteon's senior leaders, developers and technical support team to ensure our clients have everything they need to flourish.

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Key responsibilities of this role will include:

- developing positive, professional relationships with our clients
- understanding client needs and requests and translating those into costed Statements of Work and functional specifications
- providing high-level operational support to strategic clients
- leading and developing our technical support help desk team (currently two people)
- proactive communication with clients, keeping them informed of progress and involved
- testing changes and new solutions
- onboarding new clients, helping them configure the system to meet specific needs and providing initial training
- using SQL to provide some first-line operational support for strategic clients

The Client Services Manager will have experience working with clients at a senior level and with multiple stakeholders to specify, deliver or support technical solutions. You will be an analytical thinker, a problem solver, and someone who can patiently support others to help them realise their technical objectives. The successful candidate will have:

- excellent oral and written communication skills
- exceptional interpersonal and consultative skills
- a high level of accuracy, being detail-oriented
- experience creating Excel-based reports and data handling
- strong organisational skills
- knowledge of business structures and organisational stakeholders
- experience taking operational requirements
- understanding of networks, databases, and other web technology
- experience providing customer support using a help desk system
- team management experience
- proposal-writing skills

Desirable but not essential skills include:

- advanced Excel
- querying data using SQL
- previous experience as a business analyst

The successful candidate is likely to have a bachelor's degree and at least five years' experience in a similar role and a strong desire to learn.

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### **Who we are and how we work**

Acteon is a limited liability partnership, owned and led by five partners who are all active practitioners within the business. Our in-house team is currently made up of fifty people including project consultants, design studio colleagues, developers and technical support, marketing staff and administrators. In addition, we work with a network of trusted freelance writers and graphic designers.

We pride ourselves on the great relationships we build with our clients, and our ability to exceed their expectations. That strength is rooted in quality – the quality of our work, and the quality of the working experience. We have a very strong reputation within our industry and have won multiple national industry awards.

We work in an informal structure and keep hierarchy to a minimum. It's a working style we really value but which requires colleagues to be mature, cooperative and self-directed.

We operate from attractive offices close to the centre of Cambridge and we offer a friendly and flexible working environment where personal responsibility and initiative is valued. Due to Covid-19 we are currently working remotely with limited access to the offices themselves. The successful candidate would be joining a team remotely. We recognise the challenges this could create, and support will be in place to make this transition as smooth as possible.

Colleagues get focused, individual support for personal development, and we do a lot of knowledge-sharing and development work within and across teams. We care about colleagues achieving a good work-life balance, and there is plenty of both organised and informal socialising.

### **What we offer**

As a member of a small company, you will have the chance to influence the development of Acteon and to contribute to and share in our success.

We offer a salary of c. £50,000 related to capability and experience, a contributory pension scheme, life assurance, gym membership and 25 days annual holiday (in addition to statutory holidays). In successful years we make bonus payments.

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### **Making your application**

To apply for this role, please send us:

1. Your CV.
2. A covering letter, briefly explaining your suitability for the role. Please state where you saw this post advertised.

Please send your application by email to Nicola Bradnam:

**[nicola.bradnam@acteoncommunication.com](mailto:nicola.bradnam@acteoncommunication.com)**

Acteon, Burleigh House, 15 Newmarket Road, Cambridge, CB5 8EG.

Following review of the applications, selected candidates will be invited to an initial video interview and possibly to our offices for an interview depending on current Covid-19 restrictions.

No agencies please.

Acteon designs and delivers blended learning to help organisations flourish. We craft creative solutions that make a real and lasting change for our clients. We provide support for strategy & design, change communication, e-learning, blended learning, mobile, video, animations, workbooks, gamification, coaching tools and learning management.

Acteon is one of the most successful e-learning agencies in the UK, having won 8 Gold Learning Technologies Awards.

[acteoncommunication.com](http://acteoncommunication.com)