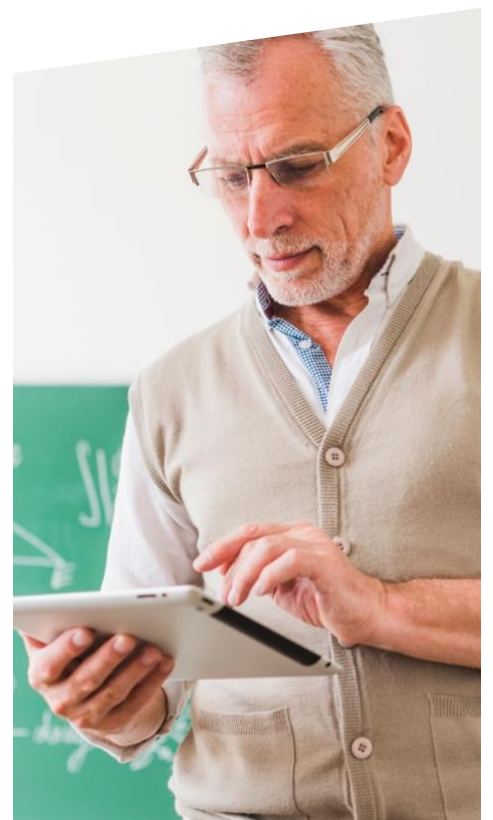
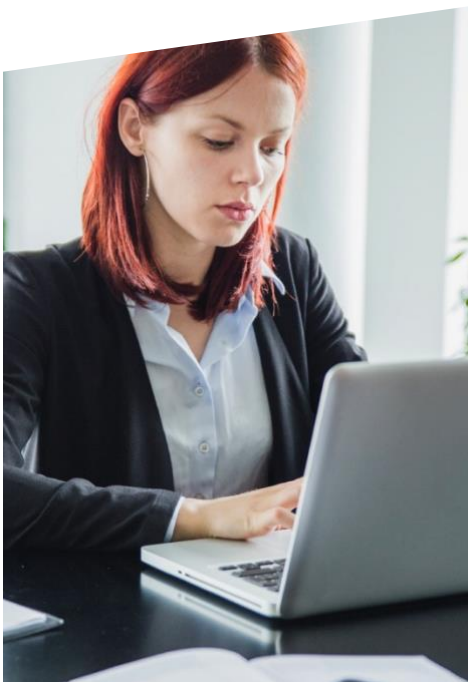


International Account Manager

International

Job Description

Date: 30th March 2021



About WCBS

Founded in 1984, WCBS specialises in providing integrated management systems to Independent & International schools across three core areas: Admissions, MIS & Finance.

Owned by Westleigh Investments, WCBS operates in 40 countries, with offices in the UK, Hong Kong and China.

Where We Are Now

WCBS, and our products, have been constantly evolving. But the speed at which we evolve has been accelerating exponentially in more recent years.

In other sectors, outside of EdTech, we have seen large investment and innovative technology, delivering differentiated business models and first-class user experiences that have challenged the incumbents within their industries. WCBS is bringing this investment and disruption to EdTech, and more specifically, to Independent and International Schools.

We have invested ~£5m over the last three years and are continuing to invest millions of pounds into our product set. Delivering next generation, cloud native systems that use the very latest technology in order to achieve a 10x better user experience for Independent and International Schools.

This culminated in the [launch](#) of HUBmis in October 2020 and will be swiftly followed with exciting developments across our other core areas; Admissions & Finance.

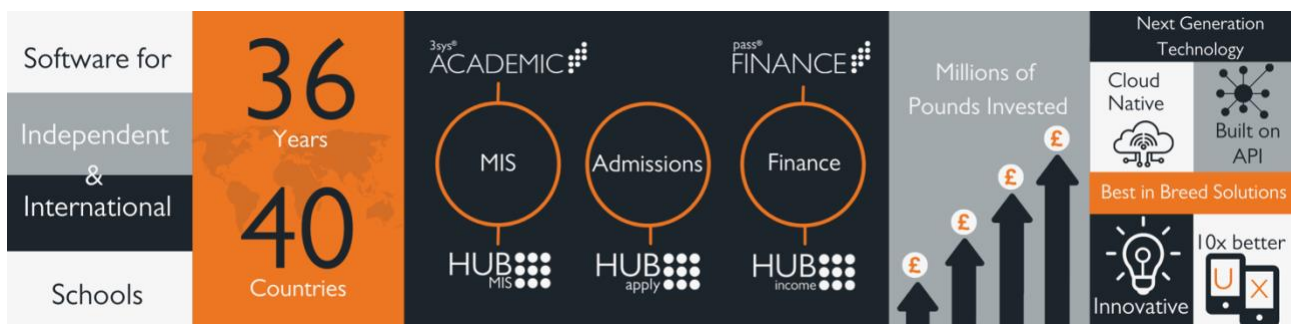
The user friendly and intuitive software we have created is not only a joy to use, but saves huge administration time, allowing schools to focus on delivering outstanding education and ultimately better outcomes for students.

The Journey Ahead

With this technology, comes a very exciting roadmap.

Built on a read and write API, this next generation technology opens up so many possibilities, allowing Independent & International Schools to choose the best in breed solutions without the need to compromise.

In the meantime, WCBS will continue to learn, improve, and innovate, so that Independent & International schools can continue to deliver outstanding education.



Our Solutions

Finance & HR

WCBS fully understands the importance of accurate and consistent financial management. We provide the platform you need to gain more effective financial control.

- Billing: fees & extras
- Purchase requisitions
- Payroll: HMRC & TPA
- Grant management
- Comprehensive budgeting
- Human resources
- Advanced analytics
- Group consolidation
- Allow for complex bill payment relationships

Admissions

With only two thirds of fee-paying schools meeting their enrolment goals, an admissions system is crucial to a school's sustainability.

- Enquiry management
- Application tracker
- Two-way communication
- Configurable to your school's brand
- Instant messaging system
- Real-time reporting
- Online payments
- MIS integration
- Multiple user portals
- Automated and personalised notifications

MIS

Our Management Information System provision has been built with every user at the forefront of the design and functionality of every module.

- Best in class design
- Cloud Native Technology
- Powerful reporting
- Student and parent portals
- Multilingual capabilities
- Attendance monitoring
- Pastoral and behaviour
- Progress tracking
- Automatic Updates
- Manage events

Job Description

Job Title:	International Account Manager
Reporting to:	Head of International
Location:	Remote (UK)

Terms:	
Working Hours:	08:45 – 17:15
Annual Leave:	33 days per year (pro rata) including 8 UK bank holidays
Car Allowance:	No
Overtime:	No
Benefits Available:	Pension / Health Care / Bonus

Job Role:	<p>We are looking for a talented individual to work alongside our Head of International Sales to secure and grow our International Business.</p> <p>Objectives of the role:</p> <ul style="list-style-type: none"> To provide direct support to the Head of International Sales in the ongoing development of existing and prospective WCBS customers to ensure the department is able to meet its growth targets. Proactive, strategic account development with current customers to identify and close further sales opportunities. To maintain 2 x ½ days of proactive calling to prospective clients following up marketing campaigns to schools. To represent WCBS in a positive and professional manner to all customers, prospective and existing, and communicate the strong benefits of cloud native technology. To enhance service levels to prospective and existing customers via regular contact and personal attention. To provide a point of contact for prospective and existing customers for non-support matters. To enhance the collection, storage and distribution of information about prospective and existing customers.
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Key Responsibilities:	<ul style="list-style-type: none"> Maintain an agreed level of pro-active telephone contact with both existing and prospective customers. To gather feedback from customers, both positive and negative and ensuring the Head of Sales is kept informed of any developments. Ensure that all customer complaints, issues and queries reach a successful and appropriate conclusion in a timely manner. To provide information to all customers & prospects about our products and services. To monitor customer satisfaction levels and the use of WCBS systems through ongoing customer needs, analysis and research of customer requirements. Effectively deal with telephone and email enquiries requesting quotations for products and services; compiling information on the desired products including prices. Conduct user presentation and create quotations. Ensure all quotations and sales leads are followed up as necessary. To ensure all information gathered is stored in SugarCRM and distributed promptly to all who might benefit from it. Complete and maintain accurate KPI reports, data gathering and reports for the Sales & Marketing Director. To attend WCBS customer events, and sales conferences as required (international travel likely following future relaxation Covid-19 travel restrictions). To provide a routine summary of activity and outcomes to management.
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The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the company.

Key Requirements:

- Highly driven with enthusiasm to meet targets and cope under pressure.
- Excellent commercial acumen and a hunger for success.
- A natural communicator with excellent written, spoken (incl. telephone manner) and interpersonal skills.
- A caring, conscientious approach to customer management.
- Well organised, disciplined and self-motivated.
- An excellent team builder and motivator who will thrive on working closely with the team to meet our targets.
- An appreciation of the value of information and good record keeping.

Desirable Requirements:

- Understanding of International schools – structure, politics, staff, and the data providers associated within the industry.
- An understanding of WCBS products would be useful, but training will be provided.
- An ability and willingness to absorb new aspects of software/technology.

Additional Duties:

- Any other reasonable task/duty deemed necessary.