



Say what you want, when you want in a way that suits you

**Job Title:** Assistant Account Manager

**Contract:** Permanent

**Based in:** Scotland – home / office based

**Hours:** Full time 37 hours

**Salary:** £19,000

### **Key responsibilities**

Work with the account manager to support organisations and their staff to implement Mind Of My Own and achieve best possible results.

Help embed Mind Of My Own into business and usual practice within customer areas. This will include providing training and helping with implementation planning.

Monitor performance of Mind Of My Own in customer areas and feed in the learning gained from your relationships with customers into the continuous improvement of Mind Of My Own.

Support services to involve young people in implementation, training and transformation plans, and in using Mind Of My Own apps.

Travel to provide face to face support to customers – this often involves overnight stays across Scotland. This role requires frequent trips to London and other parts of the UK.

### **Tasks**

This is a developing role and the tasks required to carry it out will evolve as Mind Of My Own develops and your skills grow. These are core tasks you're likely to be performing:

- Creating trusted relationships with Mind Of My Own's customers
- Supporting the account managers to carry out contract support and review calls with customer project leads
- Gathering stories of good Mind Of My Own practice on audio, video and written
- Helping to publicise stories of good Mind Of My Own practice
- Working with the account managers to support organisations with implementation
- Providing friendly and professional support to customers
- Supporting the account managers to deliver Mind Of My Own community events
- Contributing to Mind Of My Own's annual conference
- Delivering Mind Of My Own training to workers across Scotland.

## Required skills, attributes and experience

### Essential

Desire to work for an organisation that makes a difference in people's lives and to work with people

### How this will be assessed

Statement

Hard working and self-motivated personality

CV  
References

Willingness to work as part of a busy and lively team with a strong team ethic

Statement  
Interview

Confident with digital media and with a positive attitude to understanding more

Statement  
Interview

Able to have empathy for the customer and user's experience

Statement  
Interview

Strong communication and engagement skills both written and verbal

CV  
Interview

Ability to understand and communicate technical concepts in a simple way

Interview

A good attention to detail, to maintain the high standards that we operate to

Interview  
References

Comfortable working as part of a remote team

Interview

Able to travel, frequently with overnight stays

Interview

Able to work from central Scotland office base, or from home (Scotland)

Interview

A good working knowledge of social media

Application

**Desirable**

Driving licence or willingness to obtain one

**How this will be assessed**

Statement  
Interview

Care experience

CV  
Interview

Excited by the challenge of working in a dynamic, quickly changing environment

Interview  
Statement

An interest in technology as a means of improving young people's lives

Interview  
Statement