

## JOB DESCRIPTION

Role: **Account Manager**

Project: Cambridge SupTech Lab

Expertise: Customer Relationship Management, Stakeholder Management, Customer Success Sales Support

Start Date: Immediately

Duration: 12 months, with an aim to extend

Level of effort: Full-time position

Location: Remote/Worldwide

### About the Cambridge SupTech Lab

Financial supervision is currently undergoing a profound paradigm shift, marked by a radical cultural evolution and extensive digital transformation. Financial supervisory agencies are undergoing a metamorphosis, transitioning from reactive, inertial, and localized organizations to their next iteration. They are becoming more forward-looking, innovative, agile, and collaborative, effectively equipped to tackle the challenges of the 21st century.

At the [Cambridge SupTech Lab](#), we are driving the acceleration of this transformation by empowering a new generation of public sector managers, supervisors, technical experts, data scientists, and technologists to lead the innovation within their respective agencies. Moreover, we actively contribute to the development of a supotech marketplace that fulfills the financial authorities' demand for cutting-edge, flexible, and ethical solutions through the supply provided by vendors.

To fulfill our mission, we focus on the following key initiatives:

- i. Delivering world-class online leadership and professional education, experiential training, ground-breaking research, market intelligence, new analytical frameworks, and innovative digital tools.
- ii. Mitigating the risks associated with the procurement of cutting-edge supotech applications.
- iii. Providing assistance to financial authorities and vendors in the development, testing, and deployment of these solutions.
- iv. Cultivating a community of Innovation Leaders who are passionate about leveraging data to create innovative, inclusive, and resilient financial sectors that drive socio-economic and environmental sustainability.

Through these efforts, we aim to shape the future of financial supervision by fostering collaboration, knowledge sharing, and the adoption of groundbreaking technologies. Together, we can pave the way for a more efficient, transparent, and sustainable financial ecosystem.

The Lab is an initiative of the Cambridge Centre for Alternative Finance (CCAF) at the University of Cambridge Judge Business School.

### Your role

We are seeking a highly motivated and skilled Account Manager to be responsible for stakeholder relationship management for the Cambridge SupTech Lab, including maintenance of our CRM platform. Reporting into the Head of Operations, the individual will also work closely with our Head of Partnerships, Head of Communications, and Head of Capacity Building & Education (CB&E).

You will act as the first point of contact for all of our stakeholders, including customers, partners and donors. You will be expected to answer their queries and increase satisfaction with the Lab's various offerings. We expect this individual to be able to use their strong communication skills to identify and address stakeholders' needs while positively representing the Lab. Previous customer success and/or sales support experience will be a significant advantage. Ultimately, you will contribute to building profitable, long-term relationships with our stakeholders to help the Lab reach its ambitious objectives.

### Responsibilities

- Be the go-to source for intel on stakeholder activity across the Lab, tracking which individuals and/or institutions are regularly participating in our courses, events and secondment programmes.
- Assist in identifying individuals from our CRM platform who may make strong strategic partners, speakers or attendees at Lab sponsored programmes and maintain regular contact with them.
- Work with colleagues in Communications to promote new courses and events to existing customers and gather post-event feedback from participants to be used in our marketing collateral.
- Help maintain relationships with Lab donors, in conjunction with senior management, by regularly tracking and reporting progress towards the Lab's objectives.
- Aid participants throughout the entire CB&E course delivery life cycle:
  - Ensuring a smooth registration and onboarding process.
  - Clearly communicating programme fees and invoicing details.
  - Troubleshooting and responding to any issues participants experience throughout the course.
  - Effectively offboarding participants and gathering valuable feedback via well-constructed surveys.

## Requirements and qualifications

### Essential:

- English language fluency or native speaker.
- Excellent verbal and written communication skills, with the ability to clearly articulate ideas, present findings, and influence stakeholders at all levels.
- Proven work experience in Account Management, Customer Success, and / or Sales Support.
- Significant breadth of experience using CRM software (ideally HubSpot)
- Solid understanding of sales principles and the ability to deliver an excellent customer experience.
- Ability to manage multiple projects simultaneously, prioritize tasks, and meet deadlines in a fast-paced, dynamic environment.
- Strong problem-solving skills, with the ability to think creatively and find practical solutions.

### Desirable:

- Bachelor's or Master's degree in a relevant field such as Business Administration, Marketing, or a related discipline.
- Experience in fintech, financial services, or edtech.
- Prior work with supervisory agencies or other financial authorities.
- Professional familiarity with different cultures.
- Proficiency in other languages.

Candidates need to succeed in technical skills, but also need to embody soft skills to achieve long-term success at Cambridge SupTech Lab:

- Emotional intelligence, communication & empathy – How is your ability to collaborate effectively with others and work in teams, build relationships, share ideas, and manage conflict?
- Creativity & problem-solving skills – Are you an analytical and critical thinker? Can you find creative solutions to problems?
- Adaptability & flexibility – Our working environment and culture requires you to be agile and adaptable to succeed in this role. Are these your qualities?

## What we offer

- A job and a team with a purpose. This is a chance to work on actual challenges in the financial sector that greatly affect our economies and society as a whole, and to have a real impact using data and tech to transform the public sector.
- True commitment to innovation and to break new ground in this field.
- Exposure to leading thinkers, researchers, and solution creators in the financial and tech space, and in the academic world as well.
- Opportunities to frame evidence-based discussions in a rapidly evolving niche industry.

- Opportunities to develop and lead a growth area within the policy and tech field.
- Significant professional growth potential.
- Competitive compensation.
- Flexible work schedule.

#### How to apply

Interested candidates should apply [through our website](#).