

Account Support Manager

Parish Accounting Services LTD (PAS)

(Owned jointly by the Archdiocese of Westminster and Birmingham)

Permanent/Part-time (20 hours per week)

Salary range: £45,000 - £50,000 (fte) p.a.

To deliver high-quality customer support, onboarding, training and client relationship management for OPAS, PAMIS and related systems. The role also supports light-touch sales activity, including responding to enquiries and preparing proposals. This is an operational, customer-facing role supporting the customers and ensuring excellent client service. This role includes day-to-day management of PAS subcontracted software engineers together with a sub-contracted support manager ensuring effective triage, resolution and escalation of technical issues.

Main duties & responsibilities

1. Customer Support
2. Support/Engineering Team Management
3. Training & Onboarding
4. Sales Support
5. Coordination & Administration
6. Team Working

For an informal discussion about the role, please contact Steve Roche, telephone 0121 230 6220 or email steve.roche@rcaob.org.uk

Applications including a CV and supporting statement, clearly setting out relevant knowledge and experience, to be submitted to the HR department to SL.HR@rcaob.org.uk by 12 noon Wednesday 28th October 2026.

Closing Date: 12 noon Wednesday 28th October 2026

Shortlisting: W/C 26th October 2026

Interviews: W/C 2nd November 2026 and 9th November 2026