

Job Description

Job Title: Account Support Manager

Organisation: Parish Accounting Services Ltd (PAS)
(Owned jointly by the Archdiocese of Westminster and Birmingham)

Reports to: Managing Director

Contract Tenure: Part-time, typically 20 hours per week (usually 9am–1pm, Mon–Fri)

Location: Home Based

FTE Salary: £45k-£50k p.a. (indicative)

Overall Purpose of the Role

To deliver a high quality, end-to-end user experience, including onboarding, training, ongoing support and issue resolution, alongside professional client relationship management, for all Parish Accounting Services Ltd software (i.e. OPAS, PAMIS and related software). This is an operational, customer facing and customer-focused role, but also supports light touch sales activity, including responding to prospective customer enquiries and preparing proposals. The role includes day-to-day management of software engineers and support resources, ensuring the effective triage, resolution and escalation of technical issues and the delivery of agreed service standards.

Key Responsibilities

1. Customer Support

- Provide remote support to users of OPAS, PAMIS and related software, resolving queries promptly and professionally.
- Triage issues and assign technical matters to software engineers, escalating only complex cases to the Managing Director for commercial and/or technical input.
- Assist users with data extraction, report generation and routine system tasks.
- Develop and maintain positive relationships with customer contacts, acting as the primary day-to-day relationship manager for existing customers, ensuring high levels of customer satisfaction and identifying opportunities to improve service delivery and system adoption.

2. Support/Engineering Team Management

- Manage and supervise software engineers in carrying out a hybrid role, including technical support, bug fixing, incremental development and system maintenance, ensuring agreed delivery targets are met.
- Allocate workload, monitor issue resolution times and ensure that escalations follow PAS processes.
- Manage the operational delivery of software support, maintenance and agreed development work, ensuring priorities set by the Managing Director are delivered effectively.
- Report on resourcing, recurring issues, and technical capacity needs to the Managing Director.
- Coordinate and undertake user acceptance testing of software enhancements, bug fixes and system updates before release to customers.
- Monitor and report on KPIs, support response times, customer satisfaction and outstanding development issues.

3. Training & Onboarding

- Deliver remote training to diocesan and parish users.
- Support onboarding of new customers and rollout of system upgrades.

4. Sales Support

- Handle soft sales enquiries, demonstrations and follow up conversations.
- Support the preparation of quotations and proposals under the Managing Director's guidance.
- Maintain CRM records and track opportunities.

5. Coordination & Administration

- Maintain software documentation, FAQs, user guides and training materials.
- Collaborate with the Managing Director, staff and contractors to update customers on development timelines or service changes.
- Monitor recurring issues and propose improvements to processes or user experience.
- Support compliance with PAS information governance, cyber security and data protection requirements, reporting risks or incidents to the Managing Director.

6. Team Working

- Work closely with the Managing Director, staff and contractors to deliver a high-quality experience for all PAS software.
- Support occasional internal projects, such as data cleanses and service resilience testing.

Person Specification

Essential Criteria	Desirable Criteria
Highly self motivated with excellent interpersonal and organisational skills.	Experience in project coordination or light-touch project management.
Excellent written and verbal communication skills, able to explain system processes clearly.	Knowledge of OPAS, Gift Aid processes and charity bookkeeping.
Experience delivering customer support or training for software systems.	Awareness of safeguarding and DBS checking processes.
Experience of account management, customer relationship management and/or client support functions.	Good understanding of software testing and release management.
Strong working knowledge of the Microsoft Office suite, particularly Teams, Word and Excel.	Willingness to travel occasionally within the UK.
Able to work independently from home with minimal supervision.	Comfortable drawing up sales agreements from templates.
Good understanding of accounting and database systems and the ability to troubleshoot routine user and system issues.	Experience working with cloud-hosted software systems.
Able to create database reports/extract data	Awareness of cyber security best practice.
Good understanding of Data Protection and confidentiality requirements.	
Experience managing third-party suppliers, subcontractors or technical resources.	