

Company: ATHE Ltd (Awards for Training & Higher Education)

Job Title: Customer Accounts Manager

Job Type: Full-time Permanent (5 days / 35 hours per week)

Salary: c. £38,500 p.a. based on experience

Reports to: Head of Business Engagement

Place of Work: Norwich head office / Hybrid working

About ATHE

We are an Ofqual regulated awarding organisation based in Norwich with an established international profile, working with over 240 approved centres across 40 countries to complement our strong brand presence in the UK. We offer a diverse portfolio of vocationally orientated and internationally recognised qualifications, approved as progression pathways to degree courses with a wide range of UK and international university partners.

About the Role

Supporting the Head of Business Engagement (HBE), this is a high-profile external and internal customer-facing role which will ensure that every ATHE recognised centre reaches its full potential through structured account management, proactive engagement, and a brilliant customer experience from onboarding through the entire lifecycle from recognition to renewal.

The role has responsibility for strengthening the engagement and performance of recognised centres; championing ATHE's value proposition, uncovering new opportunities for increased business; and promoting ATHE's products and services, university partners and subscription models.

Candidate Profile

The successful candidate will be:

- Experienced in customer account management and relationship-driven sales, preferably within an education or service sector environment.
- A confident communicator, commercially-aware and naturally proactive in identifying growth opportunities.
- Highly organised, collaborative and analytical with an eye for data-driven decision-making and service improvements.

Application Process

Interested candidates should submit their CV together with a covering letter detailing why they believe they will be successful in the role, to Jay Phillips, Head of Business Engagement at ATHE by email at jay.p@athe.co.uk. An informal discussion with Jay about the role can be arranged by calling our office on 01603 760030.

The closing date for receipt of applications is Friday 27th February 2026.