

ACCOUNT LEAD

Job Specification

Salary:	Scale 6 (£29,226 - £31,139 per annum)
Working Hours:	37 hours per week, all year round
Area:	Future Skills & Growth
Reporting to:	Relationship Manager
Location:	Taunton College
Closing date:	7 January 2026

Job Purpose

To lead the management and growth of key employer accounts across UCS College Group, ensuring every partner receives a proactive, high-quality, and value-driven experience. The Account Lead is responsible for maintaining strong, long-term relationships with strategic and high-value employers, ensuring their needs are met through effective coordination, tailored solutions, and a deep understanding of their workforce priorities.

The postholder will focus on retaining and growing existing business, identifying cross-sell and up-sell opportunities across Apprenticeships, Skills Bootcamps, and commercial training. They will ensure that all employer interactions are managed with professionalism and care, strengthening loyalty and driving repeat business.

Working closely with the Relationship Manager, Skills Partnership, and Customer Insight teams, the Account Lead will use data, feedback, and market intelligence to shape account plans, monitor performance, and deliver measurable impact.

This is a commercially focused and relationship-led role within the Future Skills & Growth Team, ideal for a motivated and customer-centric professional who thrives on building partnerships, achieving growth, and representing UCS College Group with confidence and credibility.

Job Responsibilities

Manage a portfolio of key employer accounts, ensuring strong relationships, satisfaction, and retention.

Deliver agreed growth and income targets by identifying and converting new opportunities within existing accounts.

Act as the main point of contact for allocated employers, providing a seamless and responsive experience.
Develop and deliver tailored account plans that align with employer needs, regional priorities, and the Group's strategic goals.
Work closely with curriculum and operations teams to ensure programmes meet quality, compliance, and delivery expectations.
Use CRM data and insight to monitor account activity, track engagement, and forecast growth opportunities.
Collaborate with the Customer Insight and Skills Partnership teams to share feedback, identify trends, and inform service improvements.
Represent UCS College Group at employer meetings, events, and forums, building the organisation's reputation as a trusted skills partner.
Contribute to continuous improvement, ensuring account management processes are consistent, efficient, and outcomes-focused.
Other responsibilities
Comply with all UCS College Group policies including safeguarding, equality and diversity, and health & safety.
Support strategic bids, promotional campaigns, events and cross-team projects that contribute to the Future Skills & Growth strategy.
Some occasional evening and weekend work may be required.
Any other responsibilities commensurate to your role.

Qualifications/Skills/Knowledge/Qualities

Essential Criteria
Proven experience in account management, employer engagement, or business development.
Demonstrable success in achieving retention and growth targets within a B2B or education setting.
Strong relationship management and influencing skills, with confidence engaging senior stakeholders.
Excellent communication and presentation abilities, both written and verbal.
Strong organisational and time management skills, with the ability to manage multiple accounts effectively.
Commercial awareness and understanding of employer workforce development needs.
Experience using CRM or data systems to manage relationships and track performance.

A proactive, customer-focused approach with a commitment to quality and results.
Full UK driving licence and access to a vehicle for work-related duties.
Desirable Criteria
Experience working in the further education, apprenticeships, or skills sector.
Knowledge of skills funding streams or employer-led training initiatives.
Experience developing or delivering account growth strategies.
Level 3 qualification in Business, or related discipline.

Application Forms

Fully completed application forms should be submitted online by **12 midnight, Wednesday 7 January 2026**. Please note that we are unable to accept CVs.

Unfortunately, due to the volume of applicants the College receives, we are unable to contact candidates who are not shortlisted for interview. Therefore, if you have not been contacted within four weeks of the post's closing date, you may assume that your application has not been successful on this occasion.

Interviews

Interviews have been scheduled for **Thursday 15 and Friday 16 January 2026**. Shortlisted candidates will be contacted shortly after the closing date.

Shortlisted candidates will be invited to interview, and full details of the interview process will be sent in advance.

CONDITIONS OF EMPLOYMENT

Pre-employment Checks

Any offer of employment will be subject to employment references, medical clearance and a satisfactory Disclosure and Barring Service (DBS) clearance (see below for further details of the disclosure procedure).

Working Hours

As a full time member of staff, your normal working week will be 37 hours per week. Normal working hours are 8.30am to 5.00pm Monday to Thursday, 8.30am to 4.30pm Friday. The postholder will, however, be expected to work flexibly to meet the needs of the students, employers and the department.

Annual Leave

The holiday year runs from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, plus bank holidays.

Christmas Closure

It has been custom and practice for the College to close for a 2 week period at Christmas each year, with the exception of some external sites due to business requirements. This practice will continue, subject to any future changes in the organisation of college terms/curriculum programmes.

Benefits

As a diverse, competitive and quality employer, we regularly review our staffing policies and our reward and benefits package. With more than 1600 staff deployed over 3 campuses and in many role types, we have a variety of contracts, terms and conditions and staff benefits. The benefits include:

Financial

- Competitive salaries, A defined benefits pension scheme (either the Teachers' Pensions or the Local Government Pension Scheme) (dependent on role)
- Perkbox – our retail and leisure discount scheme
- NUS Totum Discount Card

Family and Personal

- Generous holiday entitlement, plus bank holidays and 2-week Christmas closure.
 - Additional annual leave purchase scheme (dependent on role)
- Career break opportunities
- Childcare Centre located at our Bridgwater College, offering a 5% staff discount on childcare fees.

Recognition

- Bi-annual support and teaching staff achievement recognition (STAR) awards
- Long service celebrations and awards

Health and Wellbeing

- Employee Assistance Programme including Wisdom App
- College gym membership for as little as £15 per month (salary deduction option available), or discounted Nuffield Health gym membership.
- Cycle to work scheme
- Occupational health service
- Eye care, including free eye test and a contribution towards glasses and/or contact lenses
- Microsoft Office Package

Leisure and Pleasure

Staff are welcome to visit and can enjoy discounts at:

- Cannington Golf Centre
- The Walled Gardens of Cannington (and Tea Rooms)
- Cannington Equestrian Centre

Equality & Diversity

UCS College Group is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and to eliminate unfair discrimination on any basis. This means that we are striving to ensure that no job applicant will receive less

favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

Criminal Record Check via the Disclosure Procedure

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and "spent" convictions, cautions, reprimands, or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government department lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The information provided on the Disclosure certificate will be considered by the College to ensure that children and vulnerable adults remain adequately protected. UCS College Group wants to reassure candidates that a criminal record is not necessarily a bar on obtaining a position. Further information about Disclosure can be found at www.homeoffice.gov.uk/dbs