



March 2026

Job Description: Customer Account Manager

Location: Home-based U.K

Hours: Full Time, 35-hour week, 5 days per week

Reports to: Philip Armstrong, Chief Revenue Officer

Annual Leave: 28 days (to be taken during school holidays) + 8 Bank Holidays

Probation Period: 6 months

Salary: £28,000 - £32,000, + quarterly commission based on targets + company benefits

ABOUT 2SIMPLE:

2Simple develops and supplies educational software tools and services for Primary Schools, focused on creativity, supporting a wide variety of curriculum areas, specialising in Computing. We take difficult concepts and make them accessible to children of all abilities. We are dedicated to making software that raises standards, enhances the learning experience, and saves teachers' time.

2Simple software is known and used by thousands of primary schools and millions of children and teachers all around the world, including South Africa, The UAE, Australia and the USA.

WHO WE'RE LOOKING FOR:

Successful applicants will be friendly, self-motivated and organised. They will maintain high standards in customer service and work well within a small team, supporting their teammates when needed. Our Account Managers have a good telephone manner and competent IT skills; able to work through assigned task lists in a timely manner. Account Management for schools tends to be seasonal, so its important to be able to adapt to changing workload and pressure.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Support schools using the online services 2Simple provides.
- Complete the renewal process with successful outcomes.
- 'Hold the hand' of all customers through their contract journey.
- Work methodically and accurately with the company's CRM.
- Contribute to team meetings and readily support colleagues
- Have excellent communication skills; written and spoken.
- Identify problems and suggest solutions with the best outcome for the customer.
- Recognise opportunities to upsell and cross sell.
- Report to the CRO with support from your Account Management Team Leader.

2-10 Baron Street | London | N1 9LL | UK

+44 (0)208 203 1781 | hello@2simple.com | 2simple.com

2 Simple Limited | Company number 03843465

Registered Address | 5 Broadbent Close | Highgate | London | N6 5JW





DESIRED EXPERIENCE BUT NOT ESSENTIAL:

- Education technology sales
- Teaching experience
- Previous successful account management role

2Simple is an equal opportunities employer and is committed to ensuring that all partners, staff, job applicants, customers and suppliers are treated fairly and with respect, irrespective of their actual or assumed background including gender, sexual orientation, marital status, age, race (including colour, nationality and ethnic origin, religion/belief or disability).

HOW TO APPLY:

To apply for this role, please send a cover letter and your CV to Philip Armstrong via jobs@2simple.com

Closing Date: Tuesday 31st March

Interviews: Week commencing Monday 13th April

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