**Job Description**

<table>
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<tr>
<th>Job Title:</th>
<th>Customer Support Executive</th>
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<td>Reports to:</td>
<td>Director of BAFTA Media Technology</td>
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<td>Job Location:</td>
<td>You must be able to work in the London office 2-3 days a week</td>
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<td>Start Date:</td>
<td>ASAP</td>
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<td>Salary:</td>
<td>£25K</td>
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<td>Contract Type:</td>
<td>Perm after a 3 month probation period</td>
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**Job Purpose:**

BAFTA BMT was conceived in 2017; it was born out of the need to provide BAFTA with products that enabled it to realise its aims and visions digitally and globally.

The team of 15 manages a range of software products that support BAFTA's key initiatives in awards, events and sustainability. We also licence our products to external companies that share similar values.

Our most exciting products were a seed of an idea suggested at a meeting. There are plenty of opportunities to contribute your ideas to the team and the wider company.

Our products are used in multiples ways across the organisation.

- Environmental – supporting BAFTA albert and AdGreen in reducing carbon output in media production
- Awards and Bursaries – without a nucleus, there would be no BAFTA Awards; the system powers the awards entry and judging and is the touchpoint for most entrants. The custom software is sold commercially and used by many high-profile clients, and the list is growing!
- BAFTA View – A custom-built VOD which delivers all the video content for the awards judging
- BAFTA Events – Tightly integrated into BAFTA's website, the system allows the events teams to run over 500 events a year, issuing tickets and using a custom-built check-in app
- Virtual Piccadilly Experience – a hybrid networking and conferencing product designed to bring the BAFTA HQ to users' homes
- Cloud Studio – powered by AWS servers, brings events alive with branding, video streaming and content sharing.

No two days are the same at BAFTA BMT, and we value creative thinking, flexibility and ingenious delivery.

We are constantly developing and releasing updates and new products, which creates a fast-paced environment. Each team member is considered core, and their opinions are valued, meaning that you will be able to influence the products and the integral team workflows and processes.

You will own the support help sites responsible for creating content and suggesting improvements.
You will have the opportunity to learn in detail how to manage bespoke products, and it could be a stepping stone to becoming a Product Manager.

You will be a valued team member, integral to the team’s success. Dealing with customer support emails, calls and meeting with our customers face to face.

**About You**

You are a proactive and highly organised Customer Support Executive. You will have some experience in customer software support and are adept at finding solutions to customer workflow problems.

Coding is not a required skill, but a good understanding of software and the ability to grasp workflows is a core part of the role.

You will endeavour to learn how to use the products, enabling you to support both our clients and the developers who build the platforms.

**The successful candidate will:**

- Manage the BAFTA Media Tech support workflows, including the Support Ticketing System and FAQ help websites
- Respond to customer support tickets by interrogating and troubleshooting submitted issues to understand and identify the problems.
- Go above and beyond to gain a comprehensive knowledge of BAFTA BMT products exploring and learning features and workflows within the systems
- Propose, update, and create support and training documentation.
- Undertake to gain a comprehensive knowledge of BAFTA BMT products by learning features and workflows.
- Train both new and current clients on new and existing products
- Work closely with the Product Manager to support customers, suggest enhancements and improve customer workflows
- Assist in the onboarding of new customers
- Manage the Demo site and assist in demonstrations to new clients
- Account management by meeting customers in person for reviews, attending client events and catch-up meetings with clients
- Contacting clients to solve their problems before they contact BAFTA BMT
- Assist Product Manager in testing new features ahead of release to the live environment

**Essential skills:**

- Experience and confidence with software systems
- Taking the initiative to learn and troubleshoot issues
- Effective communication/customer service skills
- Highly motivated and organised
- Excellent attention to detail
- First class administrative skills and high IT proficiency
- A friendly, flexible, resolute and compassionate manner
- Ability to work independently
Desired Experience:

- Experience in software development and delivery environments
- Previous software customer support experience
- Previous software systems admin experience

ABOUT BAFTA

BAFTA is a leading global charitable institution focused on championing creativity, opportunity and social change for all through the transformative power of film, games and television.

BAFTA’s Vision:
We inspire new and unheard voices to become the future of the Film, Games and Television industries, we support talented people from all backgrounds to help them achieve their potential, we advocate progressive industry and cultural change, and we amplify and celebrate excellence across the screen industries

BAFTA’s aims: to champion the art and the craft, champion talent and champion the industry environment by:

- identifying and celebrating industry practice deemed exceptional by peer review, thereby elevating the art and craft of film, games and TV;
- providing talent with recognition, inspiration, access and long term support, in particular those under-represented and underprivileged in society;
- enabling a positive and inclusive environment, for an accessible, sustainable and connected industry.

DIVERSITY MONITORING

Our aim is for our staff to be a diverse mix of talented people who want to come and do their best work. BAFTA is committed to increasing diversity, and maintaining an inclusive workplace culture. We welcome applications from all qualified candidates regardless of their ethnicity, race, gender, religious beliefs, sexual orientation, age, marital status or whether or not they have a disability. Please take the time to fill out our Diversity Monitoring Survey. All the information you provide will be anonymous and is not considered with your application.

APPLICATION PROCEDURE

Please apply here and include a cover letter which in no more than 500 words explains why you think you are suitable for this position, what skills you have to be successful in this role and, in particular, what experience/knowledge you have in providing customer support and systems administration.