



Support Manager

Reporting To: Deputy Director of Customer Success

Remuneration: £45,000 - £50,000 per annum, dependent on experience

Benefits: Competitive and exciting benefits package

Location: UK-based, remote with occasional travel

Working Environment: As a hybrid workforce with a primary presence in the UK, you will work from home and have access to a London Office space, with regular team meet-ups and in-person visits to clients.

Position Overview:

Enroly is a fast-growing tech company transforming the international student recruitment process through innovative SaaS solutions.

The Support Manager is a new, pivotal role responsible for building and leading a team of specialists to provide distinct, high-quality technical support.

Key Responsibilities:

- **Support Ecosystem Ownership:** Lead the strategic evolution and long-term management of HubSpot Service Hub as Enroly's primary support platform across the full client lifecycle. Ensure the system scales alongside our product expansion, providing a seamless interface and knowledge base articles for universities, agents, and students.
- **Team Leadership and Client Communication:** Provide direct line management for a dedicated support team. Foster a high-performance culture focused on technical excellence, rapid resolution, and "closing the loop" for every client. Setting clear communication standards and maintaining transparency to sustain client trust.
- **Support Operations & Efficiency:** Streamline and scale the support function by automating workflows, defining SLAs and response targets, and implementing quality assurance to boost visibility and service quality.
- **Cross Functional Collaboration and Intelligent Query Routing:** Implement a robust decision-making tree to ensure queries reach the right experts, working closely with Product, Engineering and Customer Success teams to ensure alignment on product feedback, priorities, issue resolution, critical incident management and client communication.
- **Reporting & Analytics:** Utilise Hubspot data to monitor support performance and ticket trends. Provide clear, actionable insights to leadership regarding system



performance and client satisfaction levels.

- **Release Readiness:** Ensure the support team is fully prepared for new product releases, including training, documentation and internal readiness. Act as a key stakeholder in release planning to anticipate and mitigate support impact.

About you:

- You thrive in a fast-moving environment using the latest technologies to build products that help people.
- You are excited by the concept of a startup where you are contributing to the development and optimisation of our people, process and systems.
- You are comfortable operating in environments where processes are still evolving and can bring structure to ambiguity, particularly in early-stage or scaling support functions.
- You are an accomplished problem-solver who hates manual inefficiency and always looks for a "better way" through technology.
- You are data-driven, using insights to improve visibility and prove the ROI of the support function.
- You love working as part of a team.
- You are a people person who can lead a team while also communicating technical progress clearly to external stakeholders.

Essential Experience:

- Experience managing diverse support channels (Live Chat, Ticketing, Portals) across multiple stakeholder groups.
- Proven experience in a technical or customer support leadership or management role, ideally within a B2B SaaS environment.
- Direct experience leading the implementation or strategic management of a support ecosystem.
- A track record of moving manual support processes to automated workflows, including the integration of tools such as HubSpot and Jira for bug tracking and issue management.
- Skilled in using support analytics and CRM data to monitor performance trends, and to identify recurring risks.
- Experience using CRM systems and technology tools such as HubSpot to aid processes.
- Bachelor or Masters degree level education.

Desirable Experience



- Experience in higher education admissions or international student recruitment – with a strong understanding of the roles of universities, agents, students, and third-party service providers.
- Experience of working in tech or B2B SaaS.
- Systems implementation, project management or change management experience.
- An understanding of systems integrations and APIs would also be an advantage.

Mandatory Requirements

- Based in the UK
- Right to work in the UK

Why Enroly:

- 25 days holiday a year + Bank Holidays
- Pension
- Private healthcare and life insurance
- Remote first culture with flexible working options
- Collaborative culture with a love ♥ the challenge attitude
- Big opportunities for career advancement
- A dynamic, innovative work environment that celebrates success and nurtures professional growth

Our Company Values

- **Experience Matters:** We always strive for the best experiences for our customers, their users and the Enroly team.
- **Do Less to Do More:** We prioritise impact over inputs, and give people the tools to achieve great things.
- **Always Innovate:** We adopt cutting-edge frameworks and technologies to stay ahead of the game.
- **Celebrate:** We shout about the achievements of our team and partners.

We encourage you to apply immediately. We conduct interviews on a rolling basis and will fast-track high-potential candidates.

At Enroly, we believe in diversity, equity, and inclusion. We encourage candidates from all backgrounds to apply, ensuring equal opportunity for everyone. For more information on how we handle and protect your personal data, please review our Privacy Policy. If you require any adjustments during the interview process, please let us know and we will accommodate your needs.