

Title: Video Operations Manager – Cricket (UK)

- Work from Home.
- Live, breathe, watch and support cricket every day.
- Help inspire UK cricket clubs to reimagine their match day experience.

Who We Are:

InteractSport is a global sports technology and media company that provide solutions for automated capture of live sport, sports management platforms, content commercialisation, as well as in-game and post-production content for our customers.

With an established market in the UK as the providers of ECB's Play-Cricket Scorer and Play-Cricket Live Apps, and following a successful pilot with the ECB, InteractSport are launching FrogBox into the UK market.

Please further information visit our main company website: www.interactsport.com, and our FrogBox product website www.frogbox.live

Role Overview

InteractSport are offering a full-time position, **Video Operations Manager - Cricket**, to lead the success of our automated video solution, FrogBox, across the UK and selected European territories.

Reporting to our **Head of Operations - Video and Data**, you will be responsible for engaging directly with cricket clubs and leagues in supporting our video sales operation, providing onboarding support for our customers and overseeing successful product operations on match day.

We are seeking candidates that have:

- Success in customer relations,
- Demonstrated capability to work unsupervised,
- Experience working or participating within cricket, and
- Experience using sports technology – particularly data and/or video capture technology

A role that will see you predominantly working from your home with an ability to occasionally travel offices in Lincoln or Birmingham. The role will require some out of normal business hours tasks to be completed, specifically during the UK/European cricket season, the role will be required to work weekends. Candidates that are not available to work weekends April to October cannot be considered.

The successful candidate will gain valuable industry experience, create lasting relationships in what is a stimulating and growing field.

Salary

- £30,000 - £35,000 per annum depending on experience.

Reports

- The role reports to Head of Operations - Video and Data
- Collaborates with our Operations Manager, Customer Support Officers and Hardware Manager
- Oversees Match Day support staff

Responsibilities

Area	Responsibility
Customer Success	Be accountable for the success of our UK & European Video Customers: <ul style="list-style-type: none"> • Act as a point of contact for all UK & European video customers. • Conduct online customer onboarding sessions. • Ensure customers are educated on the most optimal method of product use. • Regularly report on the account health for all UK & European FrogBox customers. • Collaborate with the Helpdesk team to maintain a high standard of customer helpdesk support and operations.
Video Operations	Work within the Operations team to provide a successful match day experience. <ul style="list-style-type: none"> • Be responsible for our UK match day control room to monitor our video services, handle match day queries, and proactively assist customers. • Provide leadership to our control room operators, including the match day roster, setting direction for operators and acting as an escalation point for the control room. • Collaborate with Head of Operations - Video & Data, and Customer Support officers in overseeing the configuration of all video capture matches pre-match day, and scheduling match day operators.
Product Satisfaction	Be responsible for reporting on and maintaining a successful customer satisfaction rating of our cricket product and services: <ul style="list-style-type: none"> • Maintain a disciplined approach to raising & documenting product defects and enhancement requests raised by customers. • Participate in product roadmap and scoping sessions representing the needs of our video customers. • Assist in the UAT phase of product updates
Logistics Support	Liaise with our Hardware manager and UK based warehouse to ensure an efficient and quality logistics operation. Duties may include: <ul style="list-style-type: none"> • Assisting in the distribution channel to ensure kits are delivered to customers as required. • Assist with UK based operations to prepare and pack kits ready for distribution
Sales Support	Provide assistance within the Sales operation to effectively generate and service sales leads: <ul style="list-style-type: none"> • Be responsible for providing product and service-based information to prospective customers. • Liaise with our UK Logistics partner on handling all kit supply requests.