



Be part of something amazing...

Our why, our vision: Creating better futures for our children through innovative people solutions.

Who are we – our DNA

We are education people specialists that provide **impactful products and services** to help you manage your people and deliver the best outcomes for children.

Our Heartbeat – what makes us tick

Our clients tell us that **'we just get it'**. We are quite unconventional compared with traditional HR service providers; we exist to help our customers to drive impactful school improvement through a range of intervention tools and techniques. Our people advice and people software are outcome and results driven - **we always put children's education and futures at the heart of our solutions.**

Where we came from – our pedigree

Our team have a vast depth of knowledge in school business management and education HR. That's our pedigree... In fact, our Managing Director worked as a School Business Manager/Consultant for 7 years before setting up Fusion HR in 2011.

Our team of Directors also share the long standing experience and enjoyment of working with those in education. With HR experience as Business Managers and key HR service partners.

Our Group – bringing everything under one roof!

We have been around for a while, and now support over 1000 schools and 100 MATs, we have fused both our services and software products under one group name (FEPS) – Fusion Education People Solutions – providing the full wrap around, end to end solution for all schools and trusts.



Be part of our journey

About the role: Customer Relationship Officer

Location – Unit A, Cedar Court Office Park, Denby Dale Road, Wakefield WF4 3FU

Working Hours – Monday to Friday 08:30-16:30 (37.5 hours per week)

Salary - £25,000 - £28,000

What will you do day to day?

- Be the first point of contact for your clients re. software issues and operational support
- Follow up clients that are not engaging with the system or have chosen not to proceed with a further licence period.
- Maintain a retention log showing your engagement and follow up with your customer base.
- Triage low usage/complaints/user niggles. Investigate and resolve to ensure you exceed customers' expectations.
- Log bugs and issues on DevOpps whilst providing regular updates to clients on the progress of investigation.
- Supporting at webinars / roadshows as required.

Qualifications:

Key to keeping our customers happy, the role requires the following:

- Qualifications equivalent to NVQ Level 3
- GCSE in English and Maths Grade C or above or equivalent
- Evidence of ongoing CPD.
- Commitment to own personal and professional development

Experience

- Managing customer expectations
- Experience of handling and understanding data
- Proven ability to manage multiple accounts
- Experience within HR and payroll industry (desirable)
- Technical / Software knowledge an advantage but not essential (desirable)

Knowledge

- Previous knowledge of using sales force or another CRM system

Personal Circumstances

- Eligible to work in the U.K.
- Hold a full clean driving licence

Why this job exists?

We are currently recruiting for an expanding organisation that is seeing exceptional growth and now requires an additional Client Relationship Officer to join the team.

This is an excellent opportunity for someone wanting to progress their career with a company that provides excellent training and promotes from within.

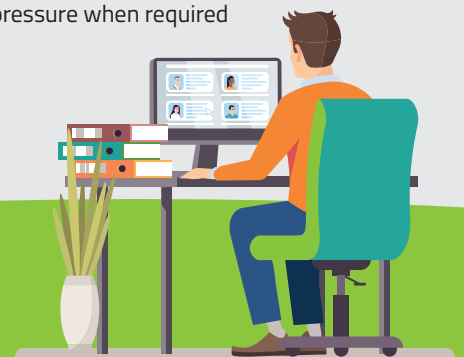
- Call/Email/Conference Video Call/Visit high value clients to retrain / refresh them on all of the benefits of using the system, where possible ensuring all customers move onto the employee portal.
- Provide refresher training to new users of the SAM system as required in your customer base.
- Managing set-up /integration supported by the Helpdesk / Trainer team.
- Supporting with training of Helpdesk employees.
- Assisting Helpdesk / Sales with all existing client calls.
- Supporting with the development of technical briefings / scripts for training videos / newsletters and sharing these with your customer base.

Skills and Competencies

- Excellent organisational skills
- Excellent oral and written communication skills
- Strong computer skills: Word, Excel, PowerPoint and Outlook
- Ability to take on autonomy where and when required
- Excellent interpersonal skills

Attributes

- Strong Team Player
- Able to work on their own initiative
- Ambitious to a career opportunity
- Excellent time management
- Quick learner
- Highly Motivated
- Client orientated – polite, responsive and persistent
- Ability to work extended hours as needed
- Able to work under pressure when required



Why join us?

There are many benefits on offer for all roles including:

- your birthday off work • free fresh fruit and snacks
- barista coffee • free parking • career pathway
- employee assistance programme • parental leave • BUPA cashback • enhanced maternity scheme • summer & winter social events • flu vaccine • holiday purchase scheme • time off for those special times: graduations, nativities & school plays • volunteering days

You will be working with a variety of people, with different experiences and skills. However, we are also parents, dog owners, gig goers, cyclists, gym bunnies, bloggers and festival goers too. Our team song is 'Don't stop believing'.

We partner to bring a high level of educational HR support. We are driven to deliver everything we do through our values:

Honest and Trustworthy: We trust in ourselves, the relationships we have with others. We build and nurture open, honest relationships across the whole group of companies within Fusion Education People Solutions and with our amazing customers.

Approachable: We make time for others; welcome conversation, and offer a consistent level of engagement which is welcoming and positive. We want to be recognised for being kind and considerate with each other and our customers.

Caring: We have each others back, and offer support without hesitation. Our caring creates an environment of respect, trust, compassion, laughter and therefore a happier place to work.

Robust: We maintain performance in the face of adversity and challenge. We demonstrate high energy across everything we do. We will sometimes struggle and may even fail, some we will win and some we will lose. We will pick each other back up and go on together.

Creativity: We think outside given boundaries in search of better ways. We will be curious, passionate and driven to seek better solutions for ourselves and our customers.

Flexible: We look beyond the obvious to uncover different approaches to get the job done. We are ready to change and adapt, we believe a little disruption will inspire us to improve.

Passionate and Driven: We have a lot of fun doing what we do and our passion keeps us excited about our innovation and future destinations. Always focusing on creating better futures for our children.

Your wellbeing and welfare matter to us:

Body, mind and soul: We want our colleagues to enjoy their time with us, that includes having a balanced mental state, and healthy body and a contented mindset.

We have regular team days, fundraising events and company conferences.

Diversity matters...

The company is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our colleagues to be truly representative of all sections of society and our clients, and for each colleague to feel respected and able to give their best.

...and finally...

Get in touch by emailing: Recruitment@feps.co.uk



Fusion Education
People Solutions

Part of FEPS group - Education HR specialists