



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 Support Officer

We are based at Cedar Court Office Park, Denby Dale Road, Wakefield WF4 3FU

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

Flexible working options available for this role.

Salary - £21,000 (rises by £1000 annually up to £24,000)

What will you do day to day?

- Be the first line support for clients of all products re. software issues and operational support.
- Log all helpdesk interactions and keep clients informed at all times on progress of calls/emails.
- Log bugs and issues on DevOps and escalate to the relevant departments as required.
- Database Management of the CRM, monitoring and maintaining systems.
- Support the onboarding team with set-up /integration of all products as required.
- Analysing issues to spot any common trends and underlying problems.
- Upselling services to your customer base.

Why this job exists?

This role will be working on our Staff Absence Management Support desk (or SAM, as it's better known); an online, innovative staff absence software developed specifically for schools and MATs. Working as part of the customer team, these roles are all about providing first line support for our customers with any support they need, as well as comprehensive data admin support during the onboarding process when they purchase and roll out our products.

- Collection of new customer data to record in the CRM.
- Collating and formatting data into bulk import templates in preparation for upload to our software.
- Validating and cross checking customer data provided by a number of sources to ensure validity and accuracy.

Qualifications:

- 5 or more GCSEs inc Maths and English A-C (9-4)
- A Levels or equivalent

Required skills and knowledge for the role:

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

- Previous experience in a customer focussed environment
- The ability to work part of a team
- The ability to multi task whilst ensuring attention to detail
- Good knowledge of MS Office including Excel
- An understanding of data and the importance of accuracy
- Excellent telephone manner with a real commitment to outstanding customer service and resolution

About You:

In addition we ask all our colleagues to contribute through the way they behave, think and feel by demonstrating the following:

- A team player
- Contribute to world-class customer service
- Polite & empathetic
- Show perseverance; going above & beyond
- Delivers solutions & support to our customers with a sense of urgency
- Set high standards and drives towards delivering them



Why join us?

There are many benefits on offer for all roles including:

- 24 days annual leave plus 8 bank holidays
- Birthday off work
- Holiday purchase scheme
- pension scheme
- BUPA Healthcare Cashback Plan
- Free on site parking
- A clear career pathway as soon as you join
- Free fresh fruit and snacks delivered weekly
- Employee Assistance Programme
- Time off for those special events; nativities, school plays, & graduations
- Hybrid working
- Great company social events
- Free flu vaccine
- Free barista coffee and refreshments

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