

Customer Onboarding Partner

SAMpeople

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About the role:

Job title: **Customer Onboarding Partner**

Working hours: 37.5 hours

Salary: 27k - 30k depending on experience

What will you do day to day?

As a Customer Onboarding Partner, you will play a crucial role in ensuring the smooth and successful onboarding of schools and multi-academy trusts to our Software as a Service (SaaS) platforms.

You will be responsible for managing project timelines, coordinating system builds, training co-ordination, and maintaining strong customer relationships. Your attention to detail and project management skills will be essential in handling large volumes of data while maintaining confidentiality.

Key Responsibilities

- Manage the onboarding process for schools and multi-academy trusts, ensuring timely and successful implementation.
- Coordinate and oversee system builds, ensuring all requirements are met and the platform is configured to customer specifications.
- Organise and facilitate training sessions for customers, providing them with the necessary knowledge and tools to effectively use the platform.
- Serve as the primary point of contact for customers during the implementation phase, addressing any questions or concerns promptly and professionally.
- Maintain and manage large volumes of customer data, ensuring accuracy and confidentiality at all times.
- Develop and maintain strong relationships with customers, providing ongoing support and guidance throughout the onboarding process.
- Collaborate with internal teams, including sales, product development, and support, to ensure a seamless onboarding experience for customers.
- Monitor and report on project progress, identifying and addressing any potential issues or delays.
- Continuously seek opportunities to improve the onboarding process, implementing best practices and innovative solutions.

Qualifications:

- Proven experience in customer onboarding, project management, or a related field.
- Strong organizational skills and attention to detail.
- Excellent communication and interpersonal skills.

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- Ability to manage multiple projects simultaneously and meet deadlines.
- Proficiency in handling large volumes of data, with a commitment to maintaining confidentiality.
- Experience in the education sector, particularly with schools and multi-academy trusts, is a plus.
- Proficiency in using SaaS platforms and related technologies.

Preferred Skills:

- Project management certification (e.g., PMP, PRINCE2) or relevant experience.
- Familiarity with CRM tools and customer support software.
- Ability to work independently and as part of a team.

The good bits:

- 25 days annual leave plus 8 bank holidays (increases annually with service up to 29 days)
- Your birthday off work in addition to the above!
- Holiday purchase scheme - you can buy up to an additional 3 days leave
- Pension scheme
- BUPA Healthcare Cashback Plan
- Free onsite 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

A bit about us:

At SAMpeople, we're bringing together decades of expertise supporting HR in schools with the latest in people technology. Helping over 1,800 schools and trusts hire, manage and support their most important asset with clarity and confidence every day.

We are education specialists that provide impactful products & services to help schools and MATs manage their people and deliver the best outcomes for children.

Our vision has always been to **'create better futures for our children through innovative people solutions'**.

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

You will be working with a variety of people, with different experiences and skills. However, we are also parents, dog owners, cat parents, gig goers, cyclists, gym bunnies, festival goers and yoga enthusiasts.

Our team song is 'Don't Stop Believing'. Come and join the fun!

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