



# 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:

### Helpdesk Administrator

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)

Term time only working option available

Salary - £20,000 - £23,000

## 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 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 (eg. SAM people, OH, training, HR services, MIS link).

## Required skills and knowledge for the role:

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

- 5 GCSEs at grades 9 to 4 (A\* to C), or equivalent, including English & maths would be an advantage.
- Previous experience in a customer focused environment
- Ability to work as part of a team.
- Knowledge of Microsoft office systems including Word & Excel.
- Excellent telephone manner and first call resolution mentality.

## About You:

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

- Active participative, team membership.
- Show professionalism.
- Be courteous.
- Demonstrate compassion.

## Why this job exists?

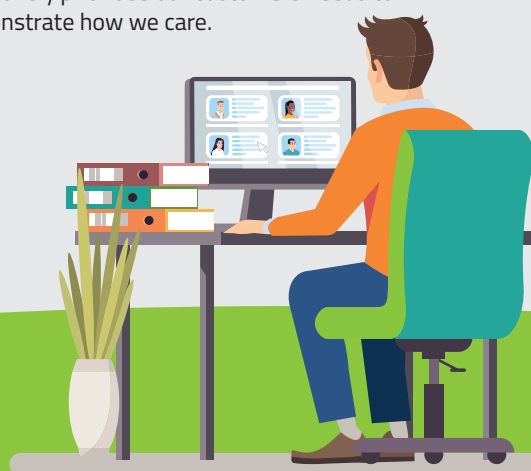
The role will be working on our Staff Absence Management support desk or SAM as it's better known, is online innovative staff absence management software developed specifically for schools and MATs.

- Project Work
- This is not an exhaustive list and may be updated as the business and individuals grow.

## General:

- Ensure the telephone is answered promptly and in accordance with the company policy, taking appropriate action and notifying the relevant person/s as required. Using own initiative to assist the client.
- Support the office by keeping office equipment and kitchen area tidy and in order.
- Assist with setting up the training suite for training / meetings, arranging refreshments
- Use own initiative to assist colleagues.
- To participate in SAM's / Fusion's Continuous Professional

- Contribute to world-class service in all that we do.
- Be polite.
- Show empathy.
- Be courageous and willing to try new things.
- Show perseverance, going above and beyond.
- Delivers solutions and support to our customers with a sense of urgency.
- Be open hearted and minded.
- Demonstrate emotional intelligence and awareness of your 'battery levels'.
- Set high standards and drive towards delivering them.
- Proactively prioritise our customers needs to demonstrate how we care.



# Why join us?

## There are many benefits on offer for all roles including:

- Seasonal gifts ● your birthday off work
- free fresh fruit and snacks ● barista coffee
- free parking ● career pathway ● employee assistance programme ● parental leave ● BUPA cashback
- day 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.

## 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](mailto:Recruitment@feps.co.uk)**



Fusion Education  
People Solutions

Part of FEPS group - Education HR specialists