



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:

Account Manager

Working Hours – Monday to Friday 08:30 – 16:30

Salary – up to £39k plus comms (OTE C.£55K)

Remote working with requirement for occasional visits to Head Office (Wakefield)

What will you do day to day?

- You will engage with, and understand our customers needs and challenges and deliver a range of products & services that will meet their needs, ensuring each customer has a complete understanding of what they have bought.
- You'll ensure that you're recognised as the immediate point of contact for any questions, concerns and support that the customer has; building trust with FEPS.
- Continue to understand the everchanging Education marketplace, as it grows and changes, and who we need to engage with.
- Prepare, Meet, Understand, Present, Propose and gain commitment from their Accounts.
- Look to engage with Strategic Partners across Education to support FEPS engagement with new customers.
- Consolidate the Agreements made with the customers and manage their roll out.

Why this role exists?

Due to a period of sustained growth & success, we are keen to continue the transformation of our business to a Recurring Revenue model, along with new products and services and are therefore recruiting a new Account Manager into the team. The Account Manager role is predominantly to work with known customers, to build strong relationships and consolidate their commitment to continue to invest and grow with FEPS, and then to begin to identify where additional spend could be invested by these customers, across different products and different channels within FEPS.

- Maintain dialogue through regular reviews with these customers to safeguard and look to add value to these relationships.
- Ensure strong relationships with their Accounts, utilising their FEPS colleague's experience to protect against the loss of customers and their revenue, and build trust.
- Continue to strengthen their network of contacts across Education, including Leadership networks, who could add referrals and recommendations for themselves and their peers.
- Provide monthly Account Management reports with notable saves, interventions, wins, losses, and important information for large customers.
- Take time to analyse DFE stats and 'white space' for upsell/cross sell opportunities, advising their colleagues and peers on new business opportunities.
- Be aware of levels of churn, reasons for churn trends and customer attrition, and what we can do to reverse any trends.
- Attend roadshows and promotional events (on occasion)

Required skills and knowledge for the role:

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

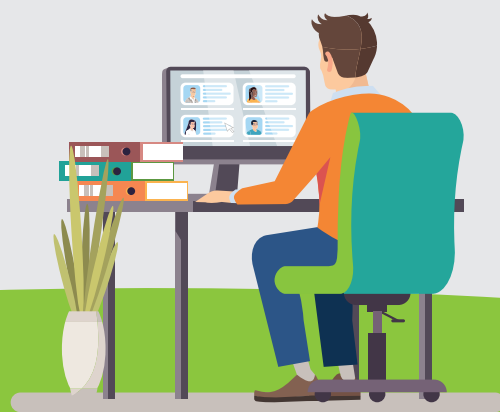
- Proven experience in an account management role, supporting multiple accounts
- Experience of working with software as a service (SaaS)
- Excellent communication skills and the ability to build strong, trusted relationships
- The ability to travel to attend meetings, exhibitions and on-site school visits, potentially nationwide

Qualifications:

- 5 or more GCSEs A-C

About You:

- Driven and conscientious
- Team player
- Ability to work under pressure
- Passionate about building customer relationships



Why join us?

There are many benefits on offer for all roles including:

25 days annual leave plus 8 bank holidays | your 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/Remote 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