

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 1600 schools and 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 Education Specialist

Location – 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 – £26,000 to £28,000 DOE

Why this job exists?

The role of our Customer Education Specialist is to prepare and deliver high quality training on how to use our software and products to mixed groups of both client and staff audiences using a variety of different training techniques and delivery methods. Our software is now the leading Education management tool, supporting hundreds of schools, and demand is growing!

What will you do day to day?

- You'll be responsible for developing & executing training plans and sessions, training materials and providing software updates.
- Responsible for having up to date product knowledge and producing training literature & media.
- Prepare training materials.
- Organise & promote training courses.
- Capture client processes in detail and suggest options during training as appropriate.
- Keeping up to date with system developments and ensuring that any training reflects this.
- Assisting with internal & external projects.
- Liaising with other departments as necessary to ensure client satisfaction.
- Whilst primarily located at our Head Office in Wakefield, there will be some element of occasional travel involved
- This is not an exhaustive list, and as we grow as a business, this may be updated.

Qualifications:

- GCSE in English & Maths Grade C/Equivalent or above
- Evidence of ongoing CPD and commitment to own personal and professional development
- Recognised Education & Training qualification (desirable)

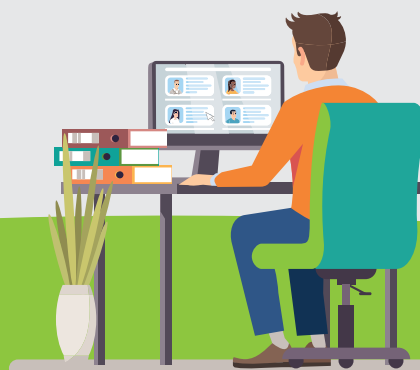
Required skills and knowledge for the role:

- Any previous knowledge of specific training techniques that will engage and educate the end user.
- Proven track record of presenting in front of a variety of audiences both remotely via online link or face-to-face
- Strong face to face presentation skills and proven ability to deliver training.
- Ability to perform well under pressure.
- Excellent communication, presentation and interpersonal skills.
- Strong team player.

About You:

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

- Excellent time management skills.
- A commitment to safeguarding children and young people.
- High levels of integrity, honesty and credibility which will inspire confidence and trust from both internal and external stakeholders.
- Excellent organisational skills to enable planning, prioritising and delivery of work to tight deadlines and working well under pressure.
- Highly motivated, confident, 'can do' problem solver and self-starter.
- Team player who can work effectively with a range of stakeholders.



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 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