



Post: eduFOCUS Limited
18 Deben Mill Business Centre
Woodbridge
Suffolk
IP12 1BL

Tel: 01394 775 250
Email: info@edufocus.co.uk
Web: www.edufocus.co.uk



Full Time Vacancy: Customer Success Consultant

eduFOCUS has an excellent opportunity for an enthusiastic and competent "Customer Success Consultant" to join our growing, vibrant, and friendly team. The primary objective of the position is to ensure that our existing clients are having a positive experience working with us. EVOLVE is widely regarded as the industry standard Trip, Club and Activity management solution for more than 240 Borough and County Councils/Multi-Academy Trusts and more than 21,000 schools, academies, and colleges in the UK and beyond. Whilst there is an element of sales involved in this position, eduFOCUS does not operate within a high pressure target driven environment; instead, you will work in a consultative manner with clients, and prospective clients, to demonstrate the benefits of the software, leaving them equipped to make the decision as to whether the solution is right for their organization.

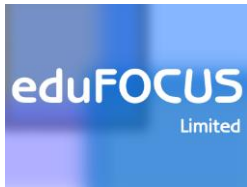
As a Customer Success Consultant, you will be based at our Woodbridge (Suffolk) office and be involved in conducting client review meetings to build and reinforce positive working relationships. Most meetings are conducted over Microsoft Teams, but there are also opportunities to meet offsite at schools, conferences, and trade shows.

We believe that a consistently motivated team is important to us and our clients. We pride ourselves on our emphasis on teamwork. Everyone works closely together, sharing ideas and assisting each other in different areas of the business. The successful applicant will therefore be a well-organised enthusiastic team worker that can work with minimal supervision whilst handling several tasks simultaneously. This position could be equally suitable for candidates with extensive previous work experience, and also those fresh out of their studies looking for an opportunity to launch their career.

Key points:

- ✓ Full-time permanent contract
- ✓ Salary £30,000 per annum
- ✓ Office Based (Woodbridge, Suffolk)
- ✓ 28 days annual leave + Bank Holidays
- ✓ 35 Hours (09:00-17:00 Monday – Friday)

Visit edufocus.co.uk/jobs to apply



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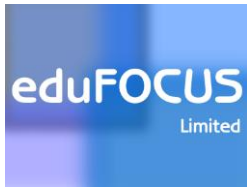
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Duties include:

- ✓ Guide new customers through the onboarding process, ensuring a smooth transition.
- ✓ Proactively engage with customers to evaluate their satisfaction, identify potential issues, and enhance their experience.
- ✓ Gather and analyse customer feedback to identify trends and make data-driven decisions.
- ✓ Collaborate with colleagues to ensure customer preferences and feedback are incorporated into every aspect of business.
- ✓ Provide telephone and email support for existing clients and prospective clients.
- ✓ Complete administrative tasks related to implementing new orders, renewal orders and client invoicing.
- ✓ Provide support and cover for colleagues.
- ✓ Provide reports/updates to Office Manager as required.

We'd love to hear from you if you...

- ✓ Have a commitment to quality and excellence.
- ✓ Take the initiative and pro-actively identify tasks requiring attention.
- ✓ Learn and adapt to changes.
- ✓ Can seek assistance from colleagues where required.
- ✓ Have a confident attitude towards work.
- ✓ Remain focused on tasks.
- ✓ Work well in a small team, communicate with colleagues at all levels and would make a positive contribution to our relaxed, but hard-working office environment.
- ✓ Have a friendly 'can do' approach and a sense of humour.



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Job Description

Job Title:	Customer Success Consultant
Work Base:	Woodbridge Office
Line Manager:	Office Manager
Job Purpose:	To develop and implement strategies to build and maintain relationships with existing and potential new clients.
Key Responsibilities:	<ol style="list-style-type: none">1. Guide new customers through the onboarding process, ensuring a smooth transition.2. Proactively engage with customers to evaluate their satisfaction, identify potential issues, and enhance their experience.3. Gather and analyse customer feedback to identify trends and make data-driven decisions.4. Collaborate with colleagues to ensure customer preferences and feedback are incorporated into every aspect of business.5. Work with colleagues create and implement strategies to improve engagement and retention.6. Notify relevant colleagues of potential training or sales opportunities arising from reviews.7. Ensure additional support requests & outstanding queries are passed to colleagues and follow up accordingly.8. Assist with smooth delivery of service from initial sales enquiry to adoption of service and beyond.9. Provide telephone and email support for existing clients and prospective clients (technical and other).10. Collate and distribute product information/documentation to existing & prospective clients.11. Liaise with colleagues and clients to arrange product demonstrations and trials.12. Complete administrative tasks related to implementing new orders, renewal orders and client invoicing.13. Perform data input/management tasks.14. Assist Company Directors as necessary.15. Provide support and cover for colleagues.16. Provide reports/updates to Office Manager as required.
Hours of Work:	35 Hours (09:00-17:00 Monday – Friday)
Remuneration:	£30,000 per annum
Holiday Entitlement:	28 days + bank holidays
Contract Type:	Full-time - permanent



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Personal Specification: Customer Success Consultant

		Essential	Desirable
Personal qualities	Excellent written communication skills Excellent verbal communication skills Attention to detail Willingness to help others & learn new tasks Quickly incorporate new ideas/information into working practices Good time keeping Ability to prioritise Flexible, cheerful and committed approach to work Effective problem solving abilities	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Personal competencies	Personal commitment to quality and excellence Ability to relate to colleagues and customers in a positive and constructive way Resilience to working in an ever-changing dynamic environment Ability to work effectively as part of a team Demonstrate empathy, anti-discriminatory behaviour, and understanding of service users needs Trustworthiness. Willingness to travel to events where required	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Ability to perform certain tasks	Excellent keyboard skills Managing & prioritising emails Using Microsoft Office Computer literate Writing documents for different recipients Undertaken training in computers and software packages such as Microsoft Windows & Office Previous knowledge of office systems Previous Client Relations experience	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
Work related competences	Office experience GCSE (grade C or above) or equivalent in English GCSE (grade C or above) or equivalent in Mathematics	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>