

## Customer Success Specialist

Alkemygold Limited (Alps) is an EdTech company specialising in KS4 and KS5 analysis and training. We have two main areas of work. Firstly, analysis for schools, colleges, Local Authorities (LAs) and Multi-Academy Trusts (MATs); and, secondly, delivering specialised training and conferences for teachers and educational professionals. We are a market leader for KS5 analysis in England and Wales and are ambitious to grow further in the UK sector and internationally.

The company currently employs 40 staff and two educational consultants who deliver our training.

You will be a key member of a small, highly productive, friendly and efficient team. The work is highly rewarding and the workplace is a real hive of activity. The office is a happy one, and you will find your colleagues helpful, supportive and flexible. We are in the process of implementing a hybrid working pattern to suit each of our teams. It is the ideal environment for those with experience who wish to develop their skills within a thriving and successful company.

### Outline of your role

This is an opportunity to make a huge difference in an evolving and growing Customer Success Department. This role will play a crucial part in implementing the customer journey and ensuring the customer is at the heart of the business.

You will have experience working within a fast-paced Customer Success Department ideally in a SaaS environment or similar and be ready to share your skills, passion and experience with the team. You will report directly into the Customer Success Manager and be ready to start making a difference from day one.

You will support your customers through out the whole customer journey both pre and post-sale. You will have genuine enthusiasm to provide the best onboarding support possible to new customers and provide technical support when needed to existing ones. You will have the opportunity to learn from our longstanding customers and be the go to person for them and, internally, you will be the voice for each and everyone of them.

You will proactively identify opportunities to improve customer engagement that will in turn drive customer retention and renewals.

As an advocate of the company you will use your commercial awareness to nurture warm leads from our Free Trial Environment into becoming long standing customers.

As part of this role, you will be the custodian of your customer data in the CRM, providing regular metric updates to the Customer Success Team Manager and Senior Leadership Team.

## About you

- Excellent working knowledge of Excel
- Tech Savvy
- Awesome organisational and project management skills
- A proven track record of supporting a customer journey and driving improvement to customer engagement
- An interest in the education sector
- Love data!
- Eager to make a difference
- Enthusiastic to learn and develop
- Minimum of 2 – 3 year's experience working with customers (preferably in a digital environment)
- Previous customer success or software on-boarding experience is preferable but not essential

## Job specifications

**Salary:** £24,000 - £35,000 per annum plus pension contributions and private healthcare

**Hours of work:** Monday to Friday 8.30am-5.00pm

**Holidays:** 25 days per annum. Due to the fact we are a small team, during the very busy report production period August to October half term extended holidays are not permitted.

**Notice period:** 1 month

**Employment Type:** Permanent

If you are interested in this role, please email [recruitment@alps.education](mailto:recruitment@alps.education) with a covering letter and your CV.