

Customer Success - Administrator

Salary - £20,000 - £26,000



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.

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 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 liaising with our UK and International groups of schools and colleges.

You will report directly into the Customer Success Manager and be ready to start making a difference from day one. The Customer Success Department is the driving force behind putting the customer at the heart of the business.

You will be responsible for providing excellent onboarding support to new customers and providing technical support to existing customers with day-to-day troubleshooting across phone calls, emails, and live chat. 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 Manager and Senior Leadership Team.

About you

- Excellent working knowledge of Excel
- Exceptional people skills
- Tech Savvy
- Comfortable with crunching the numbers to get the best deal for your customers
- Awesome organisational and project management skills
- An interest in 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
- Previous experience working within a customer success or a SaaS environment experience is preferable but not essential

Role Details

Salary: £20,000 – 26,000 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

Please feel free to reach out if the role is of interest:
sally.bridges-wickham@alps.education | 01484 887 600.