



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: Client Support Assistant

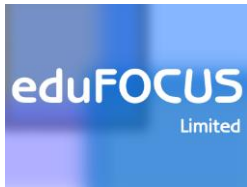
eduFOCUS has an excellent opportunity for a Client Support Assistant to join our growing, vibrant and friendly team. This position will support the growing business and client base for EVOLVE, our market leading cloud-based management system used by more than 20,000 schools and colleges across the UK and beyond. The position will be based at our Woodbridge (Suffolk) office and will focus on providing 'first point of contact' for existing and prospective clients.

Most of our staff have been with us for many years, and 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 be a well organised enthusiastic team worker that can work with minimal supervision whilst handling several tasks simultaneously. We offer the highest level of friendly and efficient customer service, and as such the successful applicant will also be a very personable and confident communicator that can work with our diverse client group.

This post provides excellent opportunities for both people with extensive previous experience of similar work, and for those looking to start a new career path.

Key points:

- ✓ Full-time permanent contract
- ✓ Salary £20,000-£25,000 per annum
- ✓ 28 days annual leave + Bank Holidays
- ✓ 35 Hours (Monday – Friday)



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Duties include:

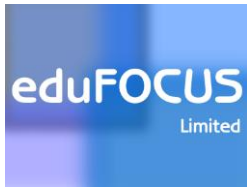
- ✓ Provide telephone and email 'first point of contact' support for existing clients and prospective clients (technical and other).
- ✓ Talk clients through a series of actions, either face-to-face or over the telephone, to help them set up their system, or resolve any issues they are having.
- ✓ Develop strong relationships with clients.
- ✓ Where appropriate, forward enquiries and support requests to relevant colleagues.
- ✓ Setup new clients on internal client management system.
- ✓ Record all client contact on internal client management system.
- ✓ Book appointments where required.
- ✓ Collate and distribute product information/documentation to existing & prospective clients.
- ✓ Assist with the smooth delivery of service from initial sales enquiry to adoption of service and beyond.
- ✓ Liaise with colleagues and clients to arrange product demonstrations and training.
- ✓ Complete administrative tasks related to implementing new orders, renewal orders and client invoicing.
- ✓ Perform data input/management tasks.
- ✓ Assist in the day-to-day running of the office.
- ✓ Provide support and cover for colleagues.
- ✓ Attend conferences and events (occasionally).

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

- ✓ Have outstanding verbal and written communication skills.
- ✓ Have excellent computer skills.
- ✓ 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 previous relevant experience, although this is not essential.

Please send a letter of application and CV to jobs@edufocus.co.uk

Closing Date: Thursday 10th February 2022

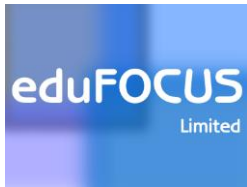


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Job Description

Job Title:	Client Support Assistant
Work Base:	Woodbridge Office
Position reports to:	Line Manager
Job Purpose Summary:	To provide first point of contact for clients and prospective clients.
Key Responsibilities:	<ul style="list-style-type: none">• Provide telephone and email 'first point of contact' support for existing clients and prospective clients (technical and other).• Talk clients through a series of actions, either face-to-face or over the telephone, to help them set up their system, or resolve any issues they are having.• Develop strong relationships with clients.• Where appropriate, forward enquiries and support requests to relevant colleagues.• Setup new clients on internal client management system.• Record all client contact on internal client management system.• Book appointments where required.• Collate and distribute product information/documentation to existing & prospective clients.• Assist with the smooth delivery of service from initial sales enquiry to adoption of service and beyond.• Liaise with colleagues and clients to arrange product demonstrations and training.• Complete administrative tasks related to implementing new orders, renewal orders and client invoicing.• Perform data input/management tasks.• Assist in the day-to-day running of the office.• Provide support and cover for colleagues.• Attend conferences and events(occasionally).
Hours of Work:	35 Hours (Monday – Friday)
Remuneration:	£20,000 - £25,000 per annum
Holiday Entitlement:	28 days + bank holidays
Contract Type:	Full-time - permanent



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Personal Specification: Client Support Assistant

		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 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 support 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 Experience of working with education providers	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>