

Post: eduFOCUS Limited  
18 Deben Mill Business Centre  
Woodbridge  
Suffolk  
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Tel: 01394 775 250  
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## Full Time Vacancy: Software Demonstrator & Trainer

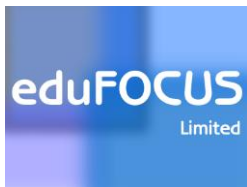
eduFOCUS has an excellent opportunity for an enthusiastic and competent "Software Demonstrator & Trainer" to join our growing, vibrant, and friendly team. The primary objective of the position is to promote and demonstrate EVOLVE, our market-leading software, to both new and existing clients. EVOLVE 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 organisation.

As a software demonstrator and trainer, you will be based at our Woodbridge (Suffolk) office and be involved in delivering initial software demonstrations, training for new clients, and refresher training for existing clients. Most demonstration and training sessions are conducted over Microsoft Teams, but there are also opportunities to present offsite at schools, conferences, and trade shows.

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



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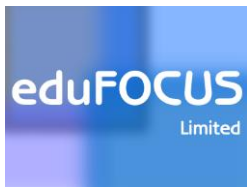
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#### Duties include:

- ✓ Delivering online software presentations and demonstrations to prospective new clients.
- ✓ Delivering online initial (familiarisation) user training.
- ✓ Delivering online refresher training.
- ✓ Building and maintaining relationships with clients.
- ✓ Conducting occasional site visits to deliver product demonstrations and/or user training.
- ✓ Supporting the Customer Service Team by providing additional telephone and email support for existing and prospective clients.
- ✓ Providing support and cover for colleagues.
- ✓ Attending conferences and events (occasionally).

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

- ✓ Are a great communicator.
- ✓ Have a passion for helping others to learn.
- ✓ 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.

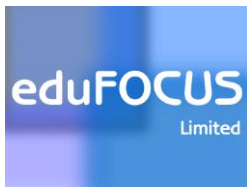


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## Job Description

<b>Job Title:</b>	Software Demonstrator & Trainer
<b>Work Base:</b>	Woodbridge Office
<b>Line Manager:</b>	Office Manager
<b>Job Purpose:</b>	To deliver online and onsite software presentations, demonstrations and training.
<b>Key Responsibilities:</b>	<ol style="list-style-type: none"><li>1. Deliver online software presentations and demonstrations to prospective new clients.</li><li>2. Deliver online initial (familiarisation) user training.</li><li>3. Build and maintain relationships with clients.</li><li>4. Record all client contact on company's electronic Customer Management System (eCMS).</li><li>5. Conduct occasional site visits to deliver product demonstrations and/or user training.</li><li>6. Participate in exhibitions, trade shows and conferences.</li><li>7. Where appropriate, forward enquiries and support requests to relevant colleagues.</li><li>8. Collate and distribute product information/documentation to existing &amp; prospective clients.</li><li>9. Assist with the smooth delivery of service from initial sales enquiry to adoption of service and beyond.</li><li>10. Support the Customer Service Team by providing additional telephone and email support for existing and prospective clients (technical and other).</li><li>11. 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.</li><li>12. Setup new clients on eCMS</li><li>13. Book appointments where required.</li><li>14. Liaise with colleagues and clients to arrange software demonstrations and trials.</li><li>15. Perform data input/management tasks.</li><li>16. Assist Company Directors as necessary.</li><li>17. Provide support and cover for colleagues.</li></ol>
<b>Hours of Work:</b>	35 Hours (Monday – Friday)
<b>Remuneration:</b>	£30,000 per annum
<b>Holiday Entitlement:</b>	28 days + bank holidays
<b>Contract Type:</b>	Full-time - permanent



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## Personal Specification: Software Demonstrator & Trainer

		Essential	Desirable
Personal qualities	Excellent written communication skills Excellent verbal communication skills Attention to detail Quickly incorporate new ideas/information into working practices Good time keeping Ability to prioritise Flexible and committed approach to work. Effective problem solving abilities Ability to motivate colleagues	<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.	<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"/>
Ability to perform certain tasks	Knowledge & experience of using Microsoft Teams. Confidence to present new ideas to range of audiences. Ability to coherently & concisely convey messages	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Work related competences	Experience of demonstrating software Experience of delivering software training Relevant qualifications	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>