

Education Customer Support (Literacy), Full time Gateshead.

Basic of £24,969 per annum. Plus Incentive Scheme, Pension, Benefits and Holiday Package of up to 37 days inc. Bank Holidays.

Who we are

LexiaUK Ltd. is an expanding educational software company who seek an Educational Software Trainer as part of a drive to enhance our after-sales support service. The successful candidate will come from an education or training background, ideally with some experience of teaching reading, although this is not essential as full training will be provided.

Who we are looking for

Office based, the candidate will provide live on-line software training and basic technical support to our primary and secondary school customers (full training will be given). Please note: your primary focus is to support implementation and drive usage of our software, pro-actively reaching out to existing customers. The job requires a person who is passionate about customer service and developing relationships.

Benefits include: salary top-up incentive scheme, company pension, Perk Box, Health Shield and holiday package of up to 37 days (inc. Bank holidays). Our modern, top floor office provides stunning views of Tyneside and is conveniently located next to local transport links and amenities.

Duties / Responsibilities:

- Responsible for delivering exceptional customer service, targeted to deliver a number of sessions per week
- Maintain and increase usage of our software within schools
- Provide online support and training to customers (largely primary and secondary schools)
- Offer telephone and email support
- Outbound appointment making
- Host webinars
- Generate leads for our sales team (incentivised scheme)
- Maintain accurate records on our Customer Relationship Management System
- Contribute to training and support materials development
- Provide timely feedback to your line manager

Essential Abilities:

- Ability to be adaptable in order to meet the demands of this developing role.
- Excellent communication skills (written and verbal)
- Excellent ICT skills – Microsoft Office, Teams, PowerPoint
- GCSE Grade C or higher in Maths and English.
- Required to take holidays out of school term time.
- Pass a DBS check as working with school data

Desirable Abilities:

- Training experience and or teaching/classroom experience

- Knowledge and experience in how children learn to read.
- Experience with web conference presentations/training.