

Implementation & Support Adviser

Full-time | Office-Based in Gateshead

£25,950 per annum + Performance Bonuses, Pension, Perks & Up to 37 Days Holiday (inc. Bank Holidays)

Join a Company That's Driving Change in Education Technology

At LexiaUK Ltd, we believe in empowering schools with cutting-edge educational software that truly makes a difference. As part of our continued growth, we're looking for a dynamic Implementation & Support Adviser to join our friendly and passionate team based in our top-floor Gateshead office with panoramic views of the city.

If you enjoy helping others succeed, are confident delivering training over Microsoft Teams or similar platforms, and love seeing customers thrive with the help of technology—this is the role for you.

What You'll Be Doing

This is not a technical support job. It's all about people, engaging with schools to ensure they get the most from our platform. You'll be at the heart of our customer experience, offering tailored support, training sessions, and onboarding that drive real product usage.

- Deliver live, remote training sessions to school staff via video conferencing (Microsoft Teams)
- Help schools implement and get the most out of our award-winning software
- Provide support via phone and email, with a proactive and friendly approach
- Participate in engaging webinars and group sessions to demonstrate best practice
- Build strong, long-term relationships with our customers
- Book appointments and follow up with schools to maintain software usage
- Contribute to the creation of support materials and customer resources
- Identify new opportunities for our sales team (with bonuses for leads!)
- Keep accurate records in our CRM system

What You'll Bring

We're looking for someone who's:

- A confident communicator, both on camera and via email or phone
- Highly proficient in IT—especially Microsoft Office and presentation tools like PowerPoint
- Experienced in delivering software/product training remotely (ideally to groups)
- Flexible and adaptable—you'll be part of a fast-growing team with room to develop
- Organised and self-motivated, able to manage your own diary and goals

The Perks

- Base salary of £25,950 plus performance-based bonuses
- Up to 37 days' holiday including Bank Holidays (**holidays to be taken in Gateshead school terms**)
- Access to Health Shield, Private Dental & Medical Insurance
- Perkbox employee discounts & wellbeing platform
- Company pension
- Regular company events

- Office with stunning views, just minutes from public transport and amenities

What You'll Need

- Minimum GCSE Grade C or above in Maths and English
- Confident working on video platforms (e.g. Microsoft Teams)
- Able to work from home if required
- Eligible to work in the UK
- Subject to enhanced DBS check due to work with schools

Bonus Points If You Have

- Experience in delivering product/software training
- A background in EdTech or SaaS
- Knowledge of school environments or how children learn to read
- University degree or equivalent

Ready to Make a Difference?

If this sounds like your kind of role, we'd love to hear from you. Please apply with your CV and a tailored cover letter telling us why you'd be a great fit for LexiaUK.

- Monday to Friday, 8-hour shifts
- No weekend work
- Office-based in Gateshead (please ensure you can reliably commute or relocate)
- Holidays must be taken outside of school term time
- Enhanced DBS check required (we'll cover this)