

Implementation & Support Team Leader

Full-time | Office-Based in Gateshead

£34,000 – £36,000 OTE, Perks, Pension & Up to 37 Days Holiday (inc. Bank Holidays)

Who We Are

At LexiaUK, we are passionate about transforming literacy education. For over 30 years, we've partnered with schools across the UK and Ireland to deliver evidence-based, personalised literacy solutions that help every learner thrive. Our mission—**Literacy for All**—guides our work as we combine cutting-edge technology, expert teaching tools, and dedicated support to empower educators and unlock student potential. Join us in making a meaningful difference in the lives of learners and shaping a more literate future.

About the Role

We're looking for a professional and proactive Implementation & Support Team Leader to join our team at LexiaUK. In this role, you'll lead a group of dedicated training and support advisors—supporting them day-to-day while also delivering regular training and support sessions yourself.

This is a dynamic and evolving role, so we're especially keen to hear from people who enjoy developing both people and processes and supporting customer in their implementation journey. If you're someone who's highly organised, great with admin, and loves improving how things work, you'll fit right in.

You'll help shape and refine our team's operational processes while making sure we stay aligned with our tried-and-tested approach. Working with schools, you will ensure the delivery of occasional early morning (breakfast) or evening (twilight) sessions. With a creative streak you'll design and deliver bespoke training and support sessions to customers and internal colleagues.

What You'll Be Doing

- Coach and support team members—both informally and through structured sessions.
- Hold regular 1:1s and team meetings.
- Manage and allocate workloads.
- Create and present performance reports.
- Collaborate with our Renewals Team to support customer retention.
- Helping onboard new team members and deliver parts of our company-wide induction programme.
- Provide cover for team absences when needed.

What You'll Bring

- Degree educated or equivalent.
- Excellent interpersonal skills and a strong team player.
- Strong Microsoft Office skills, including Excel.
- Assertive, consistently leading by example.
- Flexible to the needs of the business.
- Highly organised and process driven.
- 5 years of recent experience in support and/or training role.

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- Willing to travel when required, including very occasional overnight stays.
- No issue passing a DBS check.

The Perks

- Base salary of £34,000 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

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)