



Customer Success Executive - Bedford Based

The role:

We are looking for an enthusiastic individual to join our growing Enrichment Team, which works directly with the schools, children and other users that use our platforms every day. This is an exciting opportunity to work with an innovative ed-tech company that is having a huge impact on maths learning worldwide. This role will suit a motivated and conscientious team player, with pro-active skills.

About Maths Circle Ltd:

We are a small but rapidly growing team based in Bedford, founded in 2015 by a maths teacher with a passion to improve children's basic numeracy skills worldwide. Our award-winning maths learning platforms, [Times Tables Rock Stars](#) and [NumBots](#), are now used by over 10 million children, with annual subscriptions sold to schools, families and tutors worldwide. The Maths Circle mission is that every child leaves school saying "I am good at maths". Our innovation was recognised with a Queen's Award for Enterprise in 2020 and we were the recipient of the BETT 2022 Company of the Year Award. Times Tables Rock Stars is now used in over 80% of primary schools in England and is fast becoming a household name, having featured in the Beano Brains' Top 50 coolest brands for kids.

Whilst we work hard to make a difference to maths outcomes for millions of children across the world, we also like to have fun whilst we do it. We have a fantastic, supportive team environment. Our constant innovation means that no day is the same and the opportunities and experiences are endless! Find out more about us and our values [here](#).

Job Responsibilities:

- Managing our merchandise sales, including packaging and postage of items.
- Working as front line support for our school, parent, and tutor customer queries (via email, online chat and telephone).

- Working alongside the Enrichment Team supporting predominantly schools with technical support issues, escalating to our developers when necessary via our ticketing system.
- Updating help articles and ensuring accurate information is provided regarding the working of our products.
- Data entry tasks, including updating data records and speaking to schools to ensure that our systems hold accurate information.
- Leading on various administrative but important tasks e.g. approving trial requests, contacting schools by phone to identify key contacts.
- Data crunching and cleansing. Prominently using Excel to process data and working with our team to support us as we identify more efficient and effective ways to manage this data.

The right candidate will be:

- Tech savvy. Having a high level of computer literacy, especially on Excel, will help you hit the ground running. Additional skills on Word, Gmail calendars and Gmail will support the role.
- Patient and with a great attention to detail.
- A proactive self-starter. At times you'll be working independently and with minimal guidance, so will require good organisational skills and time management to keep the ball rolling.
- A real team player. We're a small, close-knit team who work best when all supporting each other. Asking for help will always be heard.
- A confident communicator. You'll be speaking with teachers and school staff by phone and over email on a daily basis and so confidence is key.
- A lover of SPAG (spelling, punctuation and grammar). If there's one group of people that know their "it's" from their "its", it's teachers, so excellent written communication skills are a must!
- Ready for anything. We're a fast growing company and your role will develop over time. We'll bring you all the support you need, you just need to bring an enthusiasm to get stuck into the next challenge!

The ideal candidate would also:

- Have experience working in customer/technical support and/or a genuine interest in, and confidence using technology.

Support: We will provide a two-week induction and full training for this role. We are a small team and encourage each team member to learn by asking questions and being inquisitive.

Hours: 35 hours a week. Term time only.

Where: Bedford Heights, Brickhill Drive, Bedford, MK41 7PH.

When: Looking to start as soon as possible from April/May 2023.

You will get:

- Salary ranging from £23,000 to £26,000 full time equivalent based on experience, but pro rata salary will be provided based on term time only contract.
- 28 days holiday (including bank holidays)
- Pension contribution
- Training and ongoing support
- Pure Gym membership

Email recruitment@mathscircle.com for more information on the role.

Deadline for applicants - 27th March 2023

Successful applicants will be contacted for interviews, which will commence week beginning 17th April 2023.