



Finance and Customer Success Executive

Bedford Based

The role:

We are looking for an enthusiastic individual to join our Finance Team, who will also have some duties as part of our Customer Support team. This is an exciting opportunity to work with an innovative ed-tech company that is having a huge impact on maths learning. This role will suit a bright, organised team player, with excellent communication 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 was 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 are endless! Find out more about us and our values [here](#).



Reporting to: Finance Director

Primary duties:

- Responding to school, parent, and tutor financial queries via email, online chat and telephone.
- Processing customer Purchase Orders, liaising with schools over differences and raising associated sales invoices.
- Chasing unpaid sales invoices by email and over the phone.
- Data cleansing tasks, including updating data records and speaking to schools to ensure that our systems hold accurate information.
- Assisting with the processing of purchase invoices.
- Processing incoming cheque payments.
- Assisting with the allocation of incoming direct payments.
- Assisting with basic bookkeeping tasks.

Additional duties:

- Responding to customer emails regarding the workings of our platforms, using our Help Centre for guidance and our response templates as support when needed.
- Supporting schools with technical support issues, escalating to our developers when necessary via our ticketing system and reassuring users that their queries are being investigated.
- Completing administrative tasks such as updating key contacts within our subscribing schools and populating our admin site.

Skills and experience required:

- Effective written and verbal communication skills.
- Strong attention to detail, time management and organisational skills.
- Some knowledge of working within the education sector is preferable, but not essential.
- Experience in accounting software is preferable, but not essential.
- Strong computer skills in particular with Excel.
- Adapts well to changing plans and priorities; deals comfortably with ambiguity.



Skills and experience (continued):

- Proactive self-starter with the ability to work independently and with minimal guidance.
- Ability and eagerness to learn new things, and help others.
- Maintains strict confidentiality standards and keeps high standards of compliance.
- Able to work under pressure and to tight deadlines.
- Works well in a team environment and with senior management.

Hours:

- Term time only (working 38 weeks per year).
- 5 days a week - 9am - 3pm (5 hours per day with a one hour lunch break).

You will get:

- Competitive salary in the region of £24,000 - £26,500 FTE depending on experience (pro rata to £14,176 to £15,652 for term time only + part-time hours).
- Can work from home up to 2 days per week.
- 8 paid bank holidays.
- 23 days holiday FTE (pro rata to 17 for term time only).
- Pension contribution.
- Training and ongoing support.
- Vitality private medical insurance or Puregym membership.
- OpenUp membership (online counselling).

Start date:

To be confirmed - likely September but some flexibility is available.

How to apply:

Please send a cover letter and CV to recruitment@mathscircle.com

Application close date:

16th July 2024.