

Customer Relations Advisor

Salary: £28,000–£30,000 per annum (FTE, pro rata for term-time working)

Working pattern: We're ideally looking for someone to work term-time only, but we're happy to discuss working arrangements with the right candidate.

A Star Attendance Solutions

We're looking for a friendly, organised and proactive Customer Relations Advisor to join our growing team at A Star Attendance Solutions. This is a varied, customer-focused role at the heart of our Operations Team. You'll support schools and Trusts throughout their journey with A Star Attendance, from their initial demonstration through to onboarding and ongoing support. You'll be someone who enjoys building positive relationships, keeping processes organised and making sure customers receive a professional, friendly and responsive service.

About the role

As our Customer Relations Advisor, you'll take ownership of key customer-facing and administrative processes across the Operations Team. You'll coordinate new school onboarding, manage demonstration follow-ups, support school merges and act as a first point of contact for general customer enquiries. Working closely with the Operations Manager and wider team, you'll make sure records are accurate, actions are followed up and schools are kept informed throughout their journey with us.

Key responsibilities

Onboarding Coordination

You'll help ensure every new school and Trust has a smooth and well-organised start with A Star Attendance. This will include:

- Coordinating the administrative elements of the onboarding journey.
- Maintaining accurate onboarding records and internal tracking systems.
- Monitoring the progress of new schools and Trusts through onboarding.
- Liaising with customers to obtain outstanding paperwork and information.
- Ensuring relevant members of the team are aware of new contracts and required actions.
- Keeping schools informed throughout the onboarding process.
- Identifying delays or issues and escalating these to the Operations Manager.
- Providing regular updates on onboarding progress.

Demonstration Administration & Follow-Up

You'll coordinate the administration surrounding demonstrations of the A Star Attendance system, including:

- Monitoring demonstration bookings.
- Ensuring school and customer information is recorded accurately.
- Maintaining and updating our CRM and internal records.
- Following up with schools after demonstrations.
- Following up on outstanding information, contracts and onboarding paperwork.
- Recording demonstration outcomes and agreed next steps.
- Providing regular updates on demonstrations and outstanding follow-ups.

School Merge Coordination

You'll coordinate school merges and help make sure the correct information is in place before work progresses. This will include:

- Liaising with schools to obtain required student information.
- Checking information and identifying potential duplicate student IDs.
- Working with colleagues regarding MIS data connections and reconnections where required.
- Coordinating the different stages of the merge process.
- Keeping schools informed of progress and any actions required.
- Maintaining accurate records of outstanding and completed merges.
- Escalating issues or delays where appropriate.

Customer & Office Support

As one of the first points of contact for A Star Attendance, you'll play an important part in providing a welcoming and helpful experience for our customers. You'll be responsible for:

- Answering incoming telephone calls.
- Monitoring and responding to general customer emails.
- Resolving general administrative enquiries where possible.
- Directing technical or software-related queries to the appropriate team member.
- Ensuring customer enquiries are acknowledged and followed up.
- Supporting general office administration and supplies.

Qualifications & Experience

Essential

- GCSEs (or equivalent) in English and Maths at Grade 4/C or above.
- Previous experience in an administrative, customer service, customer relations or similar role.
- Good IT skills, including confidence using Microsoft Office applications such as Outlook, Word and Excel.

- Experience maintaining accurate records and working with databases, CRM systems or other digital systems.
- Strong written and verbal communication skills.
- Experience communicating professionally with customers by telephone and email.

Desirable

- Previous experience working within the education sector or with schools and Multi-Academy Trusts.
- Experience coordinating customer onboarding or account management processes.
- Experience using a CRM system.
- Experience working within a SaaS, technology or software-based organisation.
- Experience coordinating multiple customers, projects or workstreams simultaneously.

About you

Qualifications and experience are important, but we're equally interested in finding someone with the right approach. You'll be:

- Friendly, approachable and confident communicating with customers.
- Highly organised with excellent attention to detail.
- Proactive and comfortable taking ownership of tasks from start to finish.
- Confident following up outstanding actions and keeping processes moving.
- Able to manage several priorities at the same time.
- Comfortable learning and using different systems and software.
- Able to recognise when an issue needs to be escalated.
- Reliable and consistent in maintaining accurate records.
- A positive team player who enjoys working collaboratively.
- Passionate about providing a great customer experience.

About A Star Attendance Solutions

A Star Attendance Solutions works with schools and Trusts across the country to support effective attendance management. Our software, training and specialist support help schools to monitor attendance, identify concerns earlier and manage interventions effectively, while reducing administrative workload for school teams. You'll be joining a growing, supportive team where customer relationships are incredibly important to us.

Interested in joining A Star Attendance Solutions?

We'd love to hear from you.