

Customer Partnership and Training Consultant

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, enthusiastic and proactive Customer Partnership and Training Consultant to join our growing team at A Star Attendance Solutions.

This is a rewarding, customer-focused role where you'll have the opportunity to build meaningful relationships with schools and Multi-Academy Trusts, supporting them to get the very best from our attendance management software.

From welcoming new schools and delivering their initial training to providing ongoing one-to-one support and leading training sessions for multiple schools, you'll play an important part in helping our customers feel confident, supported and successful.

At A Star Attendance, excellent customer service is at the heart of everything we do. We're looking for someone who shares that passion and genuinely enjoys helping others learn, develop and make a difference.

About the role

As our Customer Partnership and Training Consultant, you'll take ownership of the training and development journey for a dedicated caseload of schools and Trusts.

You'll support customers from their initial onboarding, ensuring they receive the training, guidance and encouragement needed to confidently use the A Star Attendance system.

Your relationship with schools won't end after their initial training. You'll continue to work closely with your customers, understanding their individual needs, identifying opportunities for further development and ensuring they are making the most of the software.

Alongside personalised school support, you'll also plan and deliver engaging online training sessions and events to groups of schools, helping customers develop their knowledge and confidence in using the system.

Working closely with our Operations Manager and wider team, you'll play a key role in maintaining strong customer partnerships and delivering the high standard of support that A Star Attendance is known for.

Key responsibilities

Customer Onboarding & Training

You'll help ensure every new school and Trust has a positive and supportive introduction to A Star Attendance. This will include:

- Welcoming new customers and guiding them through their initial training journey.
- Delivering engaging and informative onboarding training sessions, primarily online.
- Ensuring school staff understand the key features and functionality of the A Star Attendance system.
- Supporting customers to confidently navigate and use the software in their day-to-day attendance processes.
- Tailoring training sessions to meet the individual needs, experience and priorities of each school.
- Monitoring training progress and identifying where additional guidance or support may be required.
- Ensuring schools feel confident, prepared and supported as they begin using the system.
- Maintaining accurate records of training delivered and any agreed next steps.

Customer Partnership & Relationship Management

You'll have the opportunity to build and maintain positive, long-term relationships with your own caseload of schools and Trusts. This will include:

- Acting as a dedicated point of contact for customers throughout their training and development journey.
- Building strong, professional relationships with school staff and understanding their individual needs.
- Proactively checking in with customers to understand how they are finding the system.
- Identifying opportunities to provide additional training, guidance and support.
- Supporting schools to make full use of the software and its developing features.
- Following each school's progress and helping them get the greatest possible value from A Star Attendance.
- Responding to customer questions and providing practical, helpful advice.
- Working collaboratively with the wider team to resolve concerns and ensure a positive customer experience.

Group Training & Events

Alongside individual school support, you'll deliver training to wider groups of customers. This will include:

- Planning and delivering online training sessions to staff from multiple schools and Trusts.
- Leading engaging, informative and interactive sessions covering different areas of the A Star Attendance system.
- Delivering refresher training and sessions introducing new software features and developments.
- Adapting your delivery style to suit different audiences and levels of experience.
- Encouraging questions and ensuring attendees feel comfortable and confident throughout their training.
- Gathering customer feedback to help continually improve our training and support.
- Supporting the development and updating of training materials, resources and guidance.

Attendance Knowledge & School Support

You'll help schools understand how the A Star Attendance system can support effective attendance management. This will include:

- Developing a strong understanding of school attendance processes, procedures and good practice.
- Supporting schools to use the system to identify attendance concerns and monitor pupil attendance.
- Helping customers understand how the software can support attendance interventions and track their impact.
- Providing practical guidance on how different system features can support school attendance processes.
- Keeping up to date with relevant developments in school attendance guidance and software functionality.
- Working with our experienced attendance specialists to ensure schools receive accurate and helpful support.

You don't need to be an attendance expert when you join us. We have a knowledgeable and experienced team who will support you in developing your understanding of school attendance and our software.

Customer Service & Continuous Improvement

Delivering an excellent customer experience is central to this role. You'll be responsible for:

- Providing friendly, professional and responsive support to customers.

- Ensuring customers feel listened to, valued and supported.
- Taking ownership of customer enquiries and following through on agreed actions.
- Recognising when technical or specialist questions need to be referred to the appropriate colleagues.
- Sharing customer feedback and identifying opportunities to improve training and the customer experience.
- Working closely with colleagues across the Operations and Software Teams.
- Contributing to a positive, supportive and customer-focused team culture.

Qualifications & Experience

Essential

- GCSEs (or equivalent) in English and Maths at Grade 4/C or above.
- Previous experience in customer service, training, education or another customer-facing role.
- Excellent verbal and written communication skills.
- Confidence communicating with individuals and groups, including delivering training or explaining information clearly.
- Strong organisational skills, with the ability to manage a caseload of customers and multiple priorities.
- Good IT skills and confidence learning and using new software.
- Experience building positive professional relationships.
- A genuine commitment to providing excellent customer service.

Desirable

- Previous experience working in schools, education or with Multi-Academy Trusts.
- Knowledge or experience of school attendance processes, procedures and interventions.
- Experience working in a school attendance, pastoral, safeguarding or administrative role.
- Experience delivering training, workshops or presentations to adults.
- Experience supporting customers with onboarding, software implementation or ongoing development.
- Experience managing customer accounts or maintaining a caseload of clients.
- Experience working within a SaaS, technology or software-based organisation.
- Knowledge of school Management Information Systems (MIS).

Knowledge of school attendance would be a strong advantage, but it is not essential. We're equally interested in candidates who have excellent customer service skills, enjoy

training and supporting others, and are enthusiastic about learning. Full training and ongoing support will be provided.

About you

Qualifications and experience are important, but we're equally interested in finding someone with the right personality, enthusiasm and approach.

You'll be:

- Friendly, approachable and passionate about providing outstanding customer service.
- A natural relationship builder who enjoys getting to know customers and supporting their success.
- Confident communicating with people at different levels, from school administrators to senior leaders.
- Comfortable delivering training to individuals and groups.
- Patient, supportive and able to explain software and processes in a clear, accessible way.
- Proactive in checking in with customers and identifying where additional support may be helpful.
- Highly organised and able to manage your own caseload and training diary.
- Adaptable and comfortable working in a growing business where no two days are quite the same.
- Enthusiastic about learning new systems and developing your knowledge.
- A positive team player who enjoys sharing knowledge and working collaboratively.
- Motivated by helping schools achieve positive outcomes.

Most importantly, you'll genuinely care about the experience our customers have with A Star Attendance and take pride in helping them feel confident and supported.

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.

We believe that providing schools with the right software is only part of the journey. Equally important is ensuring they have the knowledge, confidence and ongoing support to use it effectively.

You'll be joining a growing, friendly and supportive team where customer relationships are incredibly important to us. You'll have the opportunity to make a real difference to the experience of the schools we work with, while developing your own knowledge and skills alongside experienced education and attendance professionals.

Interested in joining A Star Attendance Solutions?

We'd love to hear from you.