



FSCE Customer Relations Manager

Location

Reading School, with regular travel to schools and events across the UK.

Salary

RS05/RS06 Point 21 – 33 which equates to £33,143 - £44,075 per annum, pro rata dependent upon skills and experience. Actual Salary: £23,921 - £31,811 per annum

This role is 30 hours per week, term time only plus 2 weeks. Hours and weeks worked are negotiable and we would be happy to consider a full time, 37 hour per week role over 52 weeks per year for the most suitable candidate.

About FSCE

FSCE works with grammar schools and selective schools across the UK to deliver high-quality admissions testing services. We are passionate about ensuring that admissions processes are fair, robust and accessible, helping schools identify potential and supporting social mobility through education.

We believe that schools can transform lives and that fair admissions are a vital part of creating opportunities for young people from all backgrounds.

The Role

This is a unique and varied role that sits at the heart of our organisation.

You will be the primary point of contact for our school customers, building strong relationships and ensuring exceptional service delivery throughout the admissions cycle.

This role would suit someone who thrives in a fast-paced environment, enjoys working with people, takes ownership of outcomes, and has exceptional organisational skills. The successful candidate will be equally comfortable meeting school leaders, managing suppliers, coordinating projects and ensuring that the smallest details are not overlooked.

While experience of admissions testing is desirable, we are more interested in finding someone with drive, initiative, curiosity and a genuine passion for making a difference.

Key Responsibilities

Customer Success and Relationship Management

- Manage the full customer lifecycle, including enquiries, quotations, onboarding, implementation, user training, review meetings, renewals, and testimonial collection.

- Develop and maintain customer support resources, including user guides, FAQs, and CRM database records to enhance the customer experience.
- Monitor and analyse CRM data and customer analytics to identify trends, measure engagement, and support business decision-making.
- Design and implement structured customer feedback processes, including surveys, to gather consistent and measurable customer insights.
- Analyse customer feedback trends, produce regular performance reports, and recommend improvements to enhance customer satisfaction, products, and services.
- Collaborate with internal teams to implement customer-driven improvements and continuously optimise CRM processes based on feedback and data analysis.
- Act as the first point of contact for schools and customers.
- Build and maintain strong relationships with school leaders, admissions teams and key stakeholders.
- Conduct regular school visits and attend customer meetings across the UK.
- Ensure customers receive a high-quality, responsive and professional service.

Events and Marketing

- Plan and deliver the annual FSCE conference.
- Organise and coordinate admissions webinars and customer events.
- Represent FSCE at exhibitions, conferences and sector events.
- Support marketing campaigns and customer communications.
- Work with colleagues and suppliers to develop promotional materials and customer engagement activities.

Continuous Improvement

- Identify opportunities to improve processes, systems and customer experience.
- Contribute ideas for new products, services and ways of working.
- Support the growth and development of FSCE's services and reputation within the sector.
- Maintain accurate records and management information.

The postholder will also cover for the Operations Manager during holiday periods.

Person Specification

Essential

- Commitment to Social Impact
- Strong relationship-building and communication skills.

- Excellent attention to detail.
- Ability to manage multiple priorities and deadlines simultaneously.
- A proactive, solutions-focused approach.
- Confidence working with senior stakeholders and customers.
- Strong written and verbal communication skills.
- Ability to work independently and take ownership of outcomes.
- Willingness to travel regularly across the UK (ensuring that each customer is visited at least once per year).
- Proficiency with Microsoft Office and business systems.

Desirable

- Experience in education, admissions, assessment or customer success.
- Experience organising conferences, webinars or large-scale events.

What We Are Looking For

More important than sector experience is the right mindset.

We are looking for someone who:

- Believes in the power of education to transform lives.
- Is passionate about social mobility and widening opportunity.
- Takes pride in delivering exceptional service.
- Brings energy, creativity and innovative thinking.
- Enjoys solving problems and finding better ways of working.
- Is highly organised and meticulous in their attention to detail.
- Builds trust and confidence with customers and colleagues alike.
- Wants to make a meaningful contribution to the future of admissions testing.

This is an opportunity to play a key role in a growing organisation whose work helps schools identify talent, create opportunity and change lives.