



Future Stories



FSCE Customer Relations Manager

Starting as soon as possible.

Do you believe that education can change lives and that every child deserves the opportunity to fulfil their potential?

Do you understand how schools can change lives and want to play a part in that journey?

Are you passionate about making a difference, building relationships and delivering exceptional service?

If so, we'd love to hear from you.

At FSCE, we work with grammar and selective schools across the UK to deliver admissions testing services that help identify potential and create opportunities for young people. We believe that education has the power to transform lives and that fair, robust admissions processes can help open doors for students from all backgrounds.

We're looking for an exceptional individual to join our team in a role that combine customer success, project management, event delivery, marketing, stakeholder engagement and operational coordination.

This is not a typical desk-based position.

One day you could be visiting schools and meeting admissions teams. The next, you might be organising our annual conference, delivering a webinar for admissions professionals, coordinating suppliers to ensure testing materials are produced on time, or working with colleagues to ensure our services continue to exceed expectations.

You'll become the trusted first point of contact for our customers and play a central role in ensuring that every stage of our admissions testing process runs smoothly.

What makes this role special?

You will:

- Build meaningful relationships with schools across the country.
- Help deliver services that support fair and effective admissions.
- Organise and manage high-profile events and conferences.
- Work alongside experienced colleagues and external partners.
- Have the opportunity to influence how we improve and grow.
- Be part of an organisation with a genuine social purpose.
- See first-hand how your work contributes to creating opportunities for young people.

Who are we looking for?

We are less interested in finding someone who already knows everything about admissions testing and more interested in finding someone with the right mindset.

You might be the person we're looking for if:

- You genuinely care about educational opportunity and social mobility.
- You are naturally curious and eager to learn.
- You enjoy building relationships and helping people.
- You take ownership and get things done.
- You spot the details that others miss.
- You enjoy juggling multiple projects and priorities.
- You are organised, proactive and solutions-focused.
- You are comfortable representing an organisation with confidence and professionalism.
- You bring fresh ideas and enjoy improving the way things are done.

What will success look like?

Our schools trust you.

Projects are delivered on time.

Events run smoothly.

Customers know they can rely on you.

Suppliers enjoy working with you.

Colleagues value your contribution.

Most importantly, you'll know that the work you do helps schools identify talent, widen opportunity and change lives.

Join us

If you're looking for more than just a job—if you're looking for a role where your work has purpose, where relationships matter, and where you can contribute to something that genuinely makes a difference—we would love to hear from you.

Come and help us create opportunities, support schools and change lives through education.

Hours are negotiable from 30 to 37 hours per week to include either a term time plus 2 week contract to a 52 week contract for the right candidate.

Grade: RS05/RS06 Point 21 – 33 which equates to £33,143 - £44,075 per annum, pro rata dependent upon skills and experience.

Deadline for Applications: Monday 21st September

This role is positioned within FSCE Ltd, a wholly-owned trading subsidiary of Reading School. Please note that Reading School is the legal employer, and your employment contract will be issued directly by the school.

Application Process

To conform with our Safer Recruitment process, all applicants must complete an application via our recruitment portal. Links to the portal can be found on our website:

<https://www.reading-school.co.uk/vacancies>

Stand-alone CVs will not be considered for shortlisting.

Candidates should complete the personal statement section of the application form clearly detailing how their skills and experience meet the job description and person specification.

USE OF ARTIFICIAL INTELLIGENCE (AI): At Reading School, we do not prohibit the appropriate use of AI in the application process for our job vacancies. We recognise the role that technology can play in supporting fairness and accessibility for all applicants. That being said, as a school that holds integrity and leadership at the core of our values, we believe that the individual character and potential of each candidate are what truly matter. We encourage all candidates to present an application that truly reflects their own abilities, ideas and voices as authentically as possible, providing us with an insight in to their genuine character and aspirations. Synthetically generated applications that do not include the applicant's own voice will not be considered favourably.

Early application is advised as we hold the right to close the application process early if a suitable applicant applies and is appointed.

Safeguarding guidelines look to references being obtained prior to interview. Please ensure any referees who you are happy for us to contact before interview are aware that they may be asked to provide a reference with a relatively short deadline.

Reading School/FSCE is committed to safeguarding and promoting the welfare of children and young people. The successful candidate must be willing to undergo an Enhanced DBS Disclosure. Full details of our Safeguarding - Staff Recruitment Policy and Data Policy can be found on our website.

Reading School/FSCE seeks to create a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

If you have any queries regarding our current vacancies or the Safer Recruitment process, please contact:

hr@reading-school.co.uk

or by telephone: 0118 901 5600