

Customer Experience & Community

Assistant

12 month fixed-term contract (maternity cover)

Level: Junior | **Department:** Customer Experience | **Location:** London | **Salary:** £22,000-25,000 per annum, depending on experience | **Reports to:** Customer Experience Team Lead

Back in the mid-noughties, we kept on seeing the same problem pretty much every day: people + work sometimes = 😞/misery/unhappiness/lack of fulfilment. We knew that being fulfilled wasn't this unattainable dream, we knew it was within everyone's reach, but we needed a way to show them that the journey to that point came from within. So, after a lot of research (and caffeine), in 2006 Strengthscope® was built – a system to help people find and communicate their strengths to themselves and others to bring more of themselves to work and to life.

Our mission is to ensure that everyone is able to have honest, authentic conversations about what makes them truly unique, what they love to do, and how they can bring their best to work and to life, every single day.

Strengthscope is actively seeking to maintain and increase the diversity of our team and encourage candidates to apply if they meet even some of the criteria below.

The what

Our goal is to make Strengthscope® stratospheric, to make it the go-to development tool for the entire population of working people (that's around 4bn people). To help us achieve this, we're looking for a Customer Experience & Community Assistant to join our team. As Customer Experience & Community Assistant, you'll be responsible for:

- Supporting Customer Experience by:

- Supporting Strengthscope customers via phone, email, live chat, and delivering system training webinars where necessary to ensure every interaction, across a variety of channels, delights clients and echoes our values
- Maintaining data processes to ensuring data is remains accurate and any sales opportunities identified (e.g. moved practitioners) are passed to the Customer Success team
- Supporting with the upkeep of our knowledgebase to ensure that content is relevant and up to date
- Supporting the Events Coordinator with setting up Strengthscope® assessments for delegates and creating client admin accounts for newly accredited practitioners
- Support with other tasks as required by the Customer Experience Team Lead.
- Supporting Strategic Practitioner and Tech Partner communities by:
 - Providing support to the role owning Strategic Practitioners (CS team member in the interim), by coordinating the administration of SP onboarding and success management processes
 - Accurately managing SP monthly reconciliations and reporting of their performance
 - Coordinating all upskilling training and regular meetings in accordance with the Partner Success management processes
 - Organising community-wide comms to update SPs of any product/content/system changes (including sharing of marketing materials).

The you

We're looking for someone with a real passion for delivering the best customer experience and finding ways to delight customers at every opportunity! It's also important you:

- Are passionate about helping people have life changing, light-bulb moments
- Have excellent relationship-building skills and customer service experience
- Are energised by administrative tasks and supporting the internal team
- Can demonstrate high levels of flexibility and have a real hands-on approach to multi-tasking
- Are able to manage and prioritise your workload in line with customer expectations and SLAs

- Are efficient and well-organised with a proactive approach to problem-solving
- Can dot the 'i's and cross the 't's
- Have a good working knowledge of all Microsoft usual aspects (Word, Excel, PowerPoint, Outlook).

The good bits

Fighting to make the 'every day blues' a thing of the past, here are some of the good things you'll get when you join Strengthscope in addition to the usual competitive salary, pension plan and 25 days' annual leave:

- 2 days' paid leave per year for charity goodness
- Flexible working
- An extra day off for your birthday
- Perkbox access, including 24/7 GP access and counselling
- Eye care vouchers
- Internal coaching and mentoring opportunities
- Strengths Hero - where we celebrate the most awesome person of the month (nominees then have the chance to win a weekend trip away!)
- Team lunches
- Pay day parties
- StrengthscopeMASTER™ qualification
- Quarterly team days to reflect, plan and celebrate
- Offices on the bustling Southbank, minutes from London Bridge, Southwark and Waterloo stations
- Sabbatical leave after working for 5 years at Strengthscope for you to just do you.

Does this sound like you? If you meet even some of these criteria, we'd love to hear from you: careers@strengthscope.com

Click [here](#) to meet the team or search #lifeatstrengthscope on LinkedIn to see life behind the scenes!

Strengthscope is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status, or pregnancy and maternity.

Please note that if you are not contacted by our team within 2 weeks, it means that on this occasion your application has not been successful.