

Community Assistant - Job description

About Tranquiliti

Tranquiliti is a purpose-driven EdTech startup on a mission to transform the wellbeing of school students. Our digital service provides personalised insights and guidance to students, teachers and leaders, helping create a proactive approach to wellbeing and mental health. Our mission is to embed wellbeing into the culture of schools so that each student feels heard, happy and supported.

We work with a community of partners, researchers and practitioners to deliver a service that provides holistic support to schools and their students, and are now looking to scale our service in the UK and abroad with the support of established educational publishers. We are committed to delivering a high-quality service that creates meaningful impact in schools.

About the role

Our new Community Assistant role will be pivotal in the support of our relationships with our school customers, partners and wider network. You will play a key role in schools' onboarding and implementation experience with Tranquiliti, and provide crucial ongoing support. You will also help to keep our community of partners and researchers engaged in our mission.

Role details

Location: London (Hybrid working)

Salary: £25,000 - £28,000 per annum (dependent on experience)

Type: Full-time

Start date: January 2022

Holidays: 28 days per year, excluding bank holidays (20 days minimum)

Reports to: Co-CEO (Operations)

Key responsibilities

- **Support** - help support our schools through our onboarding and implementation process, provide ongoing support and work with the team to resolve any issues.
- **Record and report** - keep detailed records of customers' experiences and report any issues appropriately to the wider team.
- **Refine** - refine the systems and processes we have in place to support school customers.
- **Organise** - help coordinate meetings, events and workshops with schools and partners.
- **Collaborate** - communicate insight and learning from interactions with schools to inform sales activities and service development.

Job requirements

- Two or more years' experience working in a dynamic work environment
- Strong oral and written communications, and listening skills
- Strong organisational skills
- Knowledge of how to use Client Relationship Management systems (e.g. Hubspot or Salesforce)
- Adept with a selection of digital tools (e.g Mailchimp, Trello, Asana, Eventbrite)
- Experience of working in a client-facing role and supporting delivery of a tech-enabled service is highly desirable
- Knowledge and experience of the school sector is desirable

What else we can offer you

Wellbeing - The company is driven by a culture of health and happiness, and we are developing a series of employee-centred ways to promote wellbeing.

Learning - We believe in the importance of learning, and support staff to grow through a personal budget and dedicated time for training and development.

Progression - We are looking for individuals ready to grow with us. This is a great opportunity to be part of our core team as we scale.

This role is for you if:

- You have a passion for education, wellbeing and mental health
- You love building fruitful relationships and communicating with others
- You are detail-oriented and like to make sure everything is well thought-through
- You love to work within a fast-paced and dynamic team towards ambitious goals

How to apply

To apply for this role please send a CV and two-page covering letter by **November 21st** detailing why you are suited to this role at Tranquiliti to hello@tranquiliti.co with the subject line Community Assistant. There will then be a rolling 3 stage interview process including a phone interview, a focused challenge, and an in-person interview.

Applications without a cover letter will not be considered.

We are committed to building an equitable, inclusive and diverse workplace and every applicant will receive fair consideration and equal opportunity.