



# Welcome From Our CEO



A very warm welcome to Widgit! I'm delighted you've considered joining our team, and hope you'll enjoy learning more about this exciting role, our organisation, and our hopes and dreams for the future.

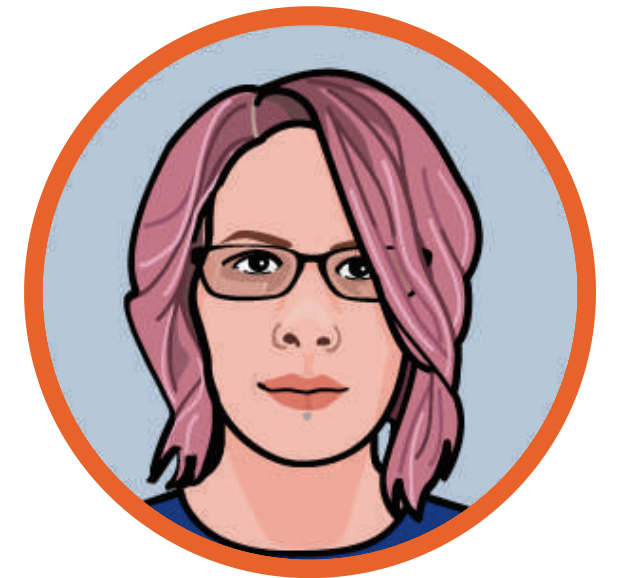
Widgit Symbols were created with one goal in mind: to help people of all ages and abilities understand and feel understood. We stand by this belief today and are committed to doing business for good. As a company from humble beginnings and having just become a Certified B Corporation, we want to grow in a way that aligns with our passion for people and the planet.

As we continue on our growth trajectory following the pandemic, we proudly maintain our reputation as pioneering providers of symbol language and symbol technologies. From our desktop InPrint software to Widgit Online, our transition from traditional to Software as a Service (SaaS) signals a pivotal moment for the business. As such, we're looking for skilled individuals to support us on this journey. For this role, we are seeking someone who can support and strengthen the day-to-day customer experience at Widgit. You'll play a key part in providing clear, friendly, and reliable support, while ensuring accurate administration and smooth processes that help our customers feel supported and valued throughout their journey.

From our audience to our staff through to our board, inclusivity is at the heart of Widgit and what we offer. We celebrate what makes our colleagues and customers unique, while fostering an environment of compassion and kindness. With this in mind, we are keen to hear from individuals of all backgrounds when it comes to growing our team.

Thank you for expressing an interest in working for Widgit, and I wish you all the best with your application.

Kind regards,  
*Cate Rae, CEO*



**Cate Rae**  
CEO

# Welcome From Our Head of Customer Success



Over the past 2 years, Widgit has made significant steps in developing a proactive, insight driven Customer Success function. With the introduction of a new CRM system and the initial rollout of automation across key processes, the team has begun to evolve from primarily reactive support to a more strategic role focused on building long term customer value. These changes have enabled stronger, more consistent engagement with customers, improved onboarding experiences, and better visibility of the customer journey. While automation has already improved efficiency in some areas, we are continuing to review processes that will allow the team to work smarter and deliver a more seamless customer experience.

As we continue to develop, our focus is on strengthening customer lifecycle management, using data and insights to drive more meaningful interactions, to ultimately increase both renewal rates and trial conversions. We also want to ensure that thinking about the customer is a natural part of how everyone works across the business, with the Customer Success team sharing real feedback and insights that influence product decisions. Ultimately, our ambition is to build a best in class Customer Success team that not only supports our users, but actively drives their success, creates opportunities for growth and helps shape the future of Widgit.

All the best with your application,  
*Cheryl Graham, Head of Customer Success*



**Cheryl Graham**

Head of Customer  
Success





# About Us

What we do, our mission and values



# About Widgit



Founded in 1981 and incorporated in 1984, Widgit has been making educational software for 40 years, and we are the longest established Special Educational Needs (SEN) software company in the UK.

Today, Widgit's symbols and software titles are used to support people around the world and help them realise their full potential, no matter what their age, ability or background.



[Find out more](#) 





# Who We Help



Symbol support is a helpful bridge from the known (pictures/objects) to the unknown (printed word). People who use and are supported by symbols include:

- Children and adults with a learning impairment or communication challenge (for example, autism, Down's Syndrome, dyslexia or dementia);
- Children beginning to read or who struggle with text;
- People for whom English is an additional language;
- Individuals with speech and language difficulties;
- People in emergency situations or those who are critically ill;
- Disadvantaged people (for example, those who have fallen out of the education system before achieving functional literacy levels);
- Visitors from a foreign country or those learning a foreign language.



## Where We Are Now



With over 50 employees, Widge is in a scale-up phase, undertaking projects such as integrating a new CRM system and developing an amazing Employee Value Proposition, underpinned by culture. The business has experienced continuous growth (both UK and internationally) in previous years and is experiencing the related organisational/leadership and cultural opportunities and challenges.

You will have the opportunity to contribute to Widge's transition towards realising that goal, fostering a culture that prioritises social and environmental responsibility alongside financial performance.

If you are passionate about technology for good, and being part of a business that prioritises an inclusive and supported workforce, we invite you to join our team and make a positive difference to the lives of people around the world.

# Proud To Be a B Corp



At Widgit, we care about making a positive impact – both with people and the planet in mind. From monitoring our carbon footprint to giving back to the community, we’re proud to have achieved certified B Corp status.

Becoming a B Corp means we meet high standards of social and environmental performance, accountability, and transparency. It reflects our deep-rooted commitment to using our business as a force for good – not just in what we create, but in how we create it, who we work with, and the legacy we leave behind.

This is more than a badge of honour. It’s a promise to keep pushing for better – for our team, our customers, and the world around us.

[More about B Corp](#) 

# Our Vision



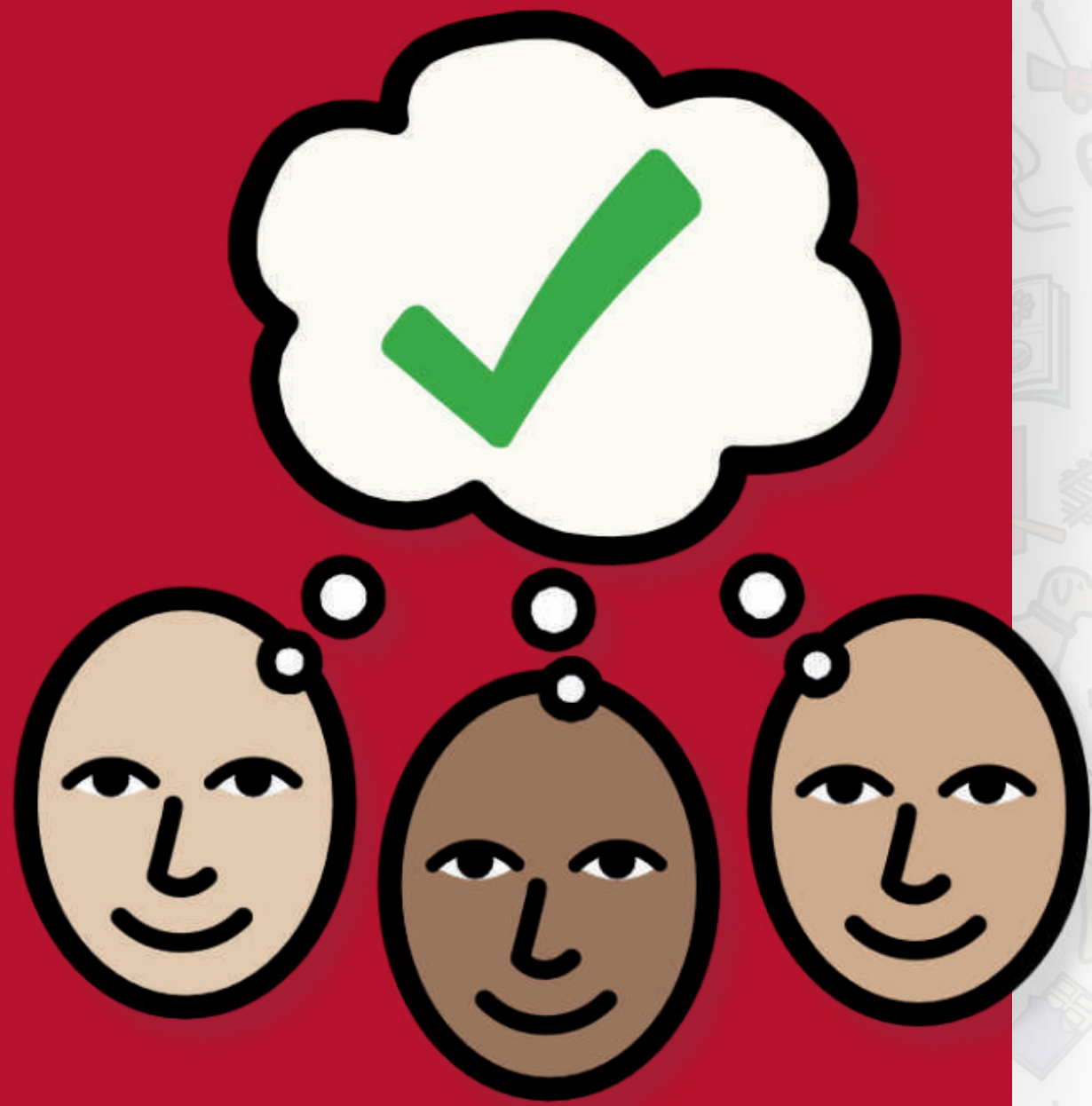
**That everybody, no matter what their age and abilities, can communicate and understand.**

The ability to communicate and understand is a huge part of being human.

Most people take these abilities for granted: it's a privilege that seamlessly integrates them into society.

For those who can't, it's a daunting and isolating experience, creating barriers leading to fear, frustration and unhappiness.

# Our Mission



**We are Widgit and symbols are our world.**

We believe in the power of symbols to support communication and understanding.

Our unique combination of software and symbols empowers practitioners to support the diverse needs of symbol users of all ages.

From our inspirational community to this planet we call home, we care deeply about people, the environment and our place within it.

When it comes to unlocking potential, we believe symbols have a positive impact and help to ensure no one feels left behind.

# Our Ethos

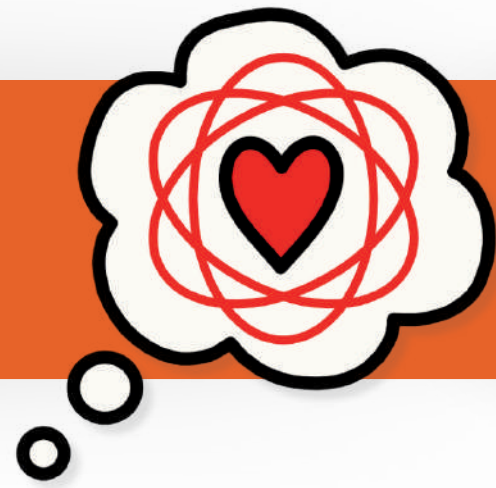


**To be a progressive business that promotes inclusivity and staff wellbeing, environmental sustainability, and community support, showcasing the positive impact a business can have on the world.**

Business can – and should – be a force for good in the world.

Being a business for good is not at odds with being successful.  
It's a core part.

# Our Values

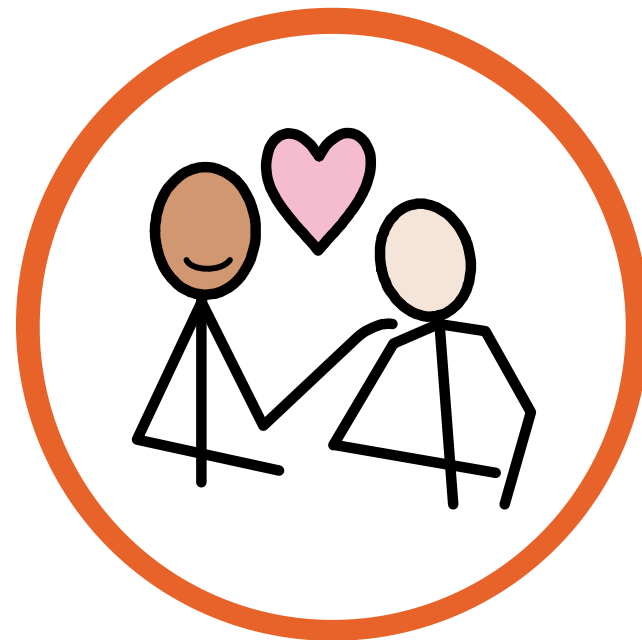


Our values of **integrity**, **kindness** and **quality** are key to our identity at Wigit and express succinctly *how* we go about doing what we do.



## Integrity

Keeping our promises and communicating openly and honestly.



## Kindness

Drives us to treat our customers, staff, and partners with compassion, positivity, and support.



## Quality

Is the thread that runs through everything we do, from the care in crafting our symbols to the excellence in our software products and resources.

# Our Commitment to Equality, Diversity and Inclusion

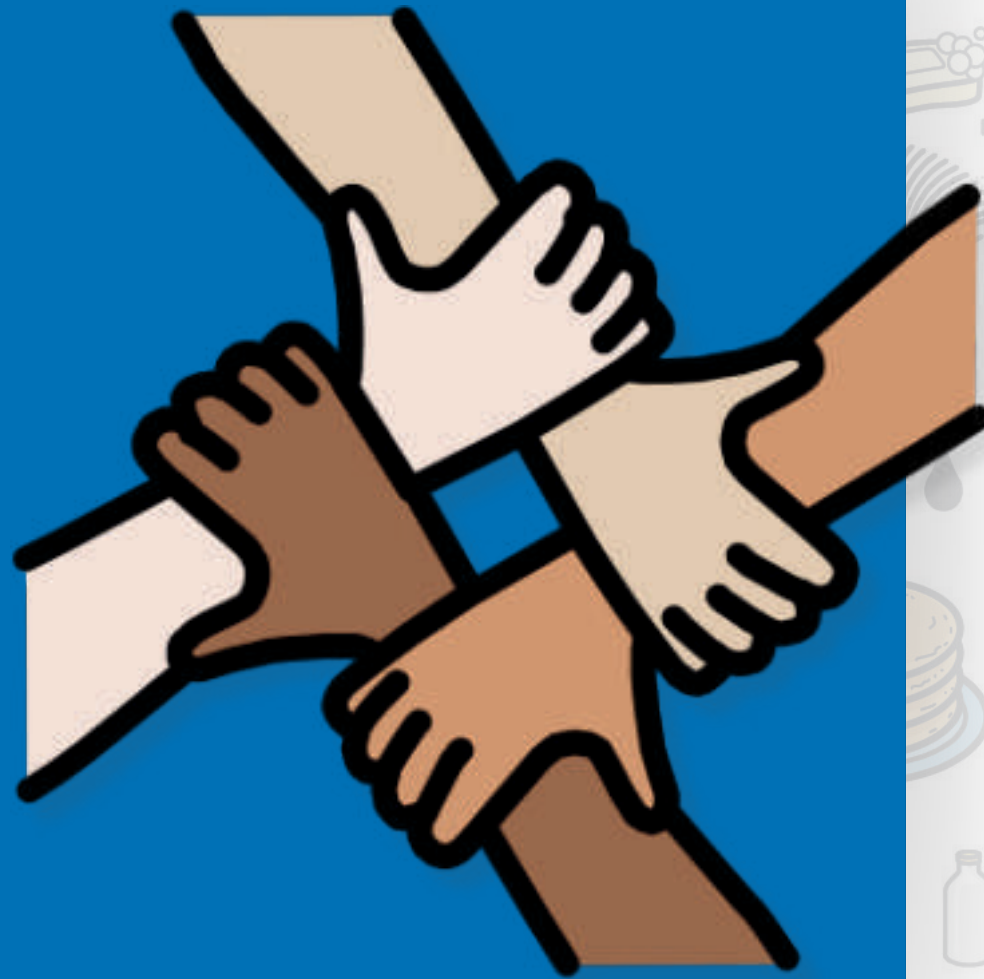


Diversity, equity, and inclusion are fundamental to who we are at Widgit. We're proud to foster a culture that embraces all walks of life, inclusive of the LGBTQIA+ community – with staff joining us from university through to retirement age.

From embracing disability and neurodiversity to championing female voices within our leadership team, we're mindful of diversity when seeking new talent – ensuring everyone feels empowered to reach their full potential.



# Our Commitment to Equality, Diversity and Inclusion



We are committed to increasing diversity and inclusion within our team. We therefore welcome applications from anyone regardless of disability, ethnicity, heritage, gender, sexuality, religion, socio-economic background or other difference.

We are committed to inclusive working practices, and during the application process we commit to:

- Paying for care and childcare whilst you're attending an interview
- Paying for your travel costs to the office and back for interviews if they are held in person
- Making any reasonable adjustments – for example ensuring we have sign language interpreters organised in advance if you'd like them
- Providing this document in a Word or plain text format for accessibility reasons
- Offering a first-stage interview to disabled applicants who meet the minimum criteria for the role

If there is anything we can do to improve or make your interview experience more comfortable, please let us know. We will always do our utmost to accommodate any reasonable adjustments / requirements.



# About You

About the role, responsibilities and experience



# Job Purpose



As our Customer Success Administrator, you will play a crucial role in supporting our customers and enabling the Customer Success Associates to focus on proactive, value-driving activities such as retention, trial conversion, and key account support.

You will be the first point of contact for customer enquiries, ensuring they receive prompt, accurate, and friendly support. You will also manage the administration that underpins the customer journey, processing orders, updating records, handling inbound calls and emails, and ensuring customers receive the exceptional Widgit experience they expect.

**Please note this role is offered on a 1-year fixed-term contract.**



# Main Duties



## Customer Interaction & Enquiry Handling (Primary Focus)

- Serve as the first line of contact for incoming enquiries via phone, email and webform.
- Provide clear, friendly, and professional responses to routine product, licence, and order queries.
- Identify when an enquiry needs escalation and route it quickly to a Customer Success Associate or technical support.
- Maintain a calm, patient and solutions-oriented manner when dealing with all customers.

## Operational & Administrative Support

- Process and validate purchase orders accurately and promptly.
- Manage licence administration tasks, renewals processing, and customer record updates.
- Maintain up-to-date and accurate information in the CRM and order management systems.
- Ensure all customer interactions are logged to support visibility, reporting, and continuous improvement.



# Main Duties



## Team Support & Collaboration

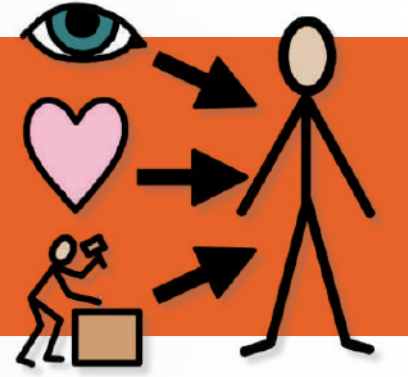
- Work closely with Customer Success Associates by taking on administrative tasks that allow them to focus on their core priorities.
- Gather customer feedback and share insights that may help improve product experience.
- Support internal team communication and coordination where needed.

## Customer Experience & Widgit Values

- Demonstrate Widgit's values of integrity, kindness, and quality in every interaction.
- Ensure customers feel heard, supported, and valued throughout their journey.
- Contribute to an overall team culture focused on positive, proactive, and consistent customer experience.



# Person Specification and Desired Experience



## Characteristics

- Naturally friendly, patient, and supportive.
- Motivated, reliable, and able to stay engaged even when completing repetitive tasks.
- Comfortable working collaboratively and asking questions where needed.
- Strong sense of responsibility and pride in delivering high-quality work.
- Alignment with the Widgit values of integrity, kindness, and a commitment to quality.

## Essential Skills and Attributes

- Excellent written and verbal communication skills.
- Strong attention to detail and accuracy.
- Confidence handling inbound calls and responding to customer enquiries.
- Ability to organise workload, manage time effectively, and follow processes.
- Basic IT competency (email, CRM, record-keeping) or willingness to learn.
- Ability to work well within a supportive team environment.
- Comfortable following guidance and escalating when appropriate.

## Desirable (Not Essential)

- Experience in a customer-facing, administrative or service-driven role.
- Familiarity with CRM tools (training provided).
- Interest in education, inclusion or communication support technologies.



# Benefits



At Widgit, we believe in fostering a work environment that supports and empowers our staff. Our benefits package is designed to promote wellbeing, professional development, and a healthy work-life balance. From competitive salaries and healthcare options to unique perks and development opportunities, discover just some of what's on offer...



## Basic salary

- To be discussed



## Financial

- Company bonus scheme
- Cost of living boosted / benchmarked pay
- Independent financial advisor provision
- Group life assurance (4x salary on death)
- Enhanced Maternity / Paternity Pay



## Time off

- 25 days' holiday plus bank holidays (33 in total)
- Option to buy / sell up to 5 days of holiday
- Free day off for moving home



## Health

- Bupa Blua Health Service (GP) on 'Medical History Disregarded' basis / Bupa Dental
- Access to Mental Health First Aiders & emergency First Aiders
- Free eye tests
- £175 towards VDU (workstation) glasses
- Free flu vaccination vouchers



## Working environment and culture

- Flexible working
- Home office set-up, including chairs, monitors, etc.
- Company socials and events organised by our Culture Club



## Development

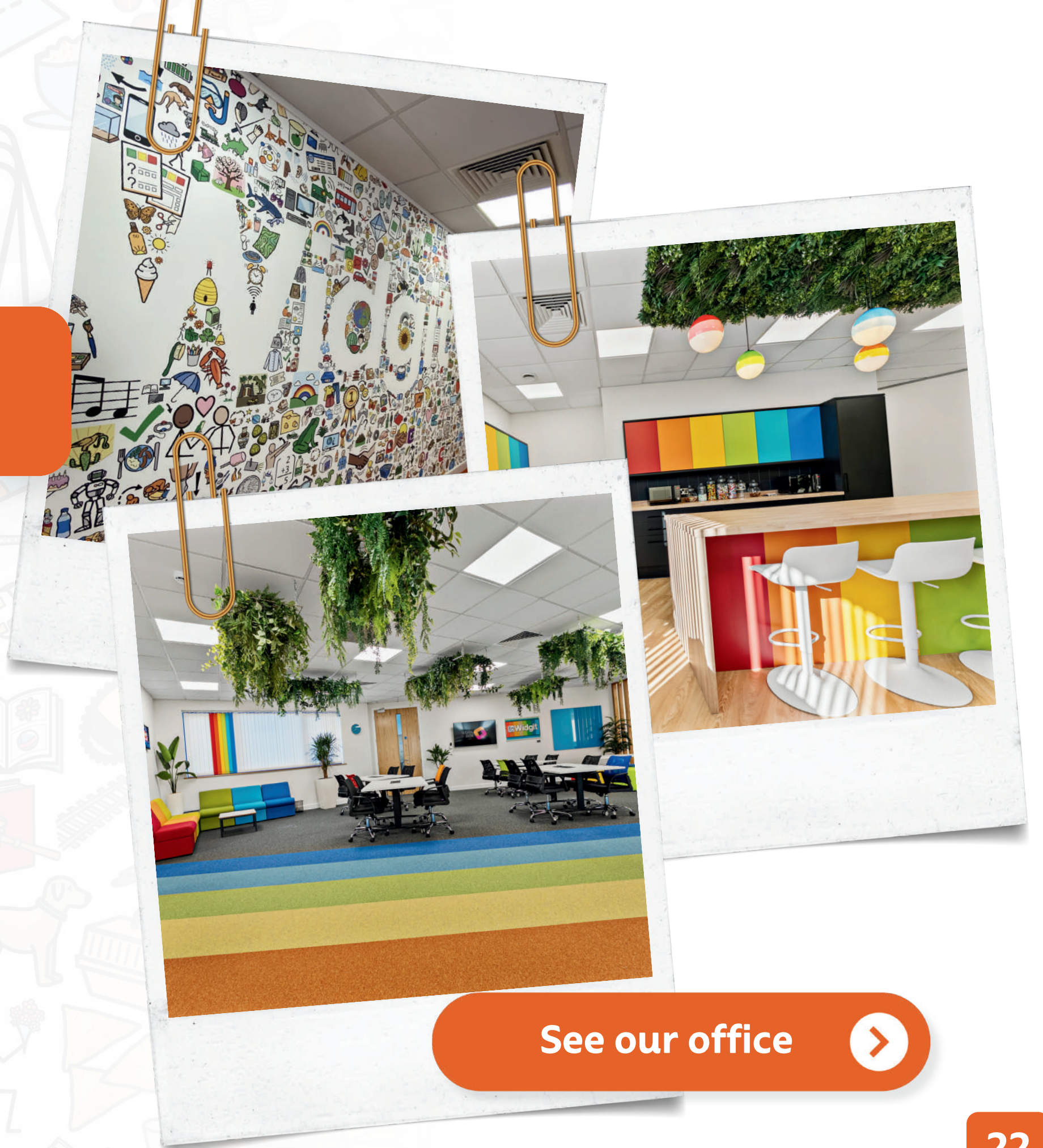
- Job-related training and development

# Location



Widgit's offices are based in Warwick. Most of our staff are hybrid workers, so as such, many of the desks are hot desks. With our team having grown significantly in recent years, we are also excited to expand Widgit HQ further to a second floor, with an innovative new workspace.

In today's modern world, we recognise that individual needs and circumstances vary, and we strive to create a supportive environment where everyone may achieve their full potential. By embracing a flexible approach to working hours and leave, we empower staff members to balance their work and personal commitments effectively.



See our office



# Widgit® Culture Club

From mindfulness days to bake sales and beyond (and not forgetting our summer and winter parties), the Widgit Culture Club helps to ensure all staff members have the opportunity to socialise with their fellow Widgiteers – both inside and outside the office.



# Charities



We're proud to give back to the communities that shape who we are today, ensuring at least one penny of every pound of profits goes to good causes.

From donating to our local food bank to volunteering our time at a local special needs school, discover the full list of charities we've supported below.



Spreading Festive Cheer to Families in Need →



Widgit Volunteer Day at Evergreen School, Warwick →



Widgit Wilding: Planting Trees for a Greener Future →



Supporting Our Local Food Bank →

See all charities



# How To Apply



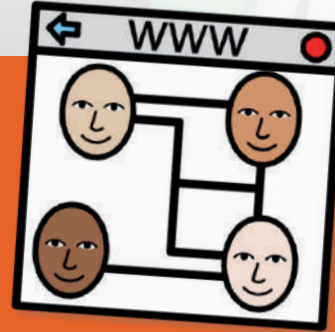
If you wish to apply for this position, please supply the following to [jobs@widgit.com](mailto:jobs@widgit.com) by **22<sup>nd</sup> April 2026**.

- A detailed CV, setting out your career history, with responsibilities and achievements
- A cover letter (maximum two sides of A4) highlighting your suitability for the role for which you're applying and how you meet the person specification. Please note that the cover letter is an important part of your application and will be assessed.

If you have further questions after reading this pack, please email [jobs@widgit.com](mailto:jobs@widgit.com).



# Check Out Our Socials



Discover the latest updates, news, and insights about our work and initiatives.

Instagram: [@widgitsoftware](https://www.instagram.com/widgitsoftware)

Facebook: [facebook.com/widgitsoftware26](https://www.facebook.com/widgitsoftware26)

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