
Customer Success Administrator

Job Description

Reports to: Head of Customer Success

Location: Leamington / Hybrid

Employment Type: Full-Time, 1-Year Fixed-Term Contract

Company Core Values

At Widgit, we're proud to be a purpose-driven software company. Putting people before profit, we're committed to making a positive difference to the communities we serve, and the planet we call home.

Our core values of integrity, kindness, and quality shape everything we do. Whether we're designing symbol-supported resources, supporting schools, or working together as a team, we expect everyone to reflect these values in their day-to-day work.

Being a Certified B Corp means we believe business should be a force for good. We want our work to have a lasting, positive impact, not just for those we work with now, but for future generations too. That's why we aim to operate with care, respect, and consideration for others, in everything we do.

We ask all team members to bring a positive, thoughtful attitude to their work, both inside and outside the office, so we may continue to grow a culture we're proud of and make a real difference through our products and practices.

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.

Key Responsibilities

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.

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

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.

Why Join Widgit

- Training, support, and mentoring from the Customer Success team.
- A friendly and collaborative working environment.
- The opportunity to make a real difference for schools, families, and organisations using Widgit products.
- A meaningful role that grows confidence, experience, and operational capability, with the potential to progress into a Customer Success Associate position.