

CUSTOMER SERVICE, EVENTS AND MARKETING

FULL-TIME PLACEMENT YEAR END AUGUST 2025 – END JULY 2026

Location: Central London or York. The role will involve some regional travel.

WHO ARE WE?

PiXL is the UK's largest education leadership network, supporting over 40,000 leaders in around 2,500 schools with the aim of wanting to improve life chances and outcomes for young people. Our focus is to equip and inspire school leaders to make that happen. Whether it is a focus on reading, oracy, writing, numeracy, character education or establishing strong cultures, PiXL is committed to providing practical support and strategies to make an impact. Our company culture is based on integrity, kindness, humility and pursuit of excellence, and those four things are at the heart of what we do and how we behave. The central leadership approaches that we talk about to schools are the ones we also use ourselves.

THE ROLE YOU WOULD PLAY

In this role, you will provide high-quality support to customers on the phone, via email and at our events (both digital and in-person). In addition, you will play a crucial part in supporting PiXL staff with administrative and operational tasks linked to wider areas of the business, including marketing. It is a broad and varied role, with unique responsibilities and frequent opportunities to develop skills.

WHAT YOU WILL BRING

- Proven track record of quality customer service
- Understanding of work within a busy team who must equally meet the needs of the customers alongside completion of daily tasks
- Ability to communicate clearly, concisely and with accuracy, both verbal and written communication
- Can demonstrate an attention to detail and a determination to resolve all issues to a satisfactory conclusion
- Knowledge of Microsoft package: Excel, PowerPoint, Word, Teams

- *Desirable but not essential:* multi-media skills, such as video editing

REWARD PACKAGE

- **Salary: £25,400 per annum**
- **Annual leave: 25 days annual leave, plus bank holiday days**
- **Flexible working**
- **Discounted gym membership**
- **Healthcare cash plan**
- **Virtual GP service**
- **Life assurance**

To apply, please send your CV with a supporting statement sharing your suitability for this role to careers@pixl.org.uk.

The deadline to apply is Friday 11th April, 10am with the interviews taking place on the 30th April in London and the 24th April in York.

