



Job Title: **Customer Education Specialist**

Reporting To: **Customer Education Manager**
Department: **Customer Education, Operations**
Salary: **£37,000**
Skills & Behaviour Level: **Practitioner IC**

Customer Education mission

Our mission is to empower and equip customers with the knowledge and skills they need to thrive, helping them realize value faster while cultivating a deep and lasting understanding of Kallidus products.

Empowering our customers goes way beyond explaining what the buttons do - it's about showing them how to use our platform to succeed in their roles. Our goal is to equip them with the tools and understanding they need to achieve meaningful results in their day-to-day activities and use of our systems.

We're committed to delivering seamless learning experiences, from in-app messages at the point of need to comprehensive 'how-to' Knowledgebase articles and deeper learning opportunities in our Academy.

About the role

We know that confident customers are happier, more successful, and more likely to stick with us for the long haul. That's where you come in! As a Customer Education Specialist, you'll play a key role in making this happen.

You'll work with initiative and autonomy, collaborating widely to deliver across all areas of our education offering; from live events, eLearning, videos, help articles, to in-app messages.

Rather than following a predefined list of tasks, you'll focus on achieving meaningful objectives developed in collaboration with the Customer Education Manager. Working closely with colleagues and customers, you'll apply the training cycle to identify customer pain points, conduct research, and design, deliver, and continuously improve engaging, impactful learning experiences that empower customers to succeed with Kallidus products.

In this dynamic and varied role, you'll play a pivotal role in bringing our mission and vision to life, shaping and delivering exceptional learning experiences that drive customer success.

Who you are

- Demonstratable experience successfully designing and delivering learning in an education, training, product support, Customer Success, or other customer-facing role.
- Demonstratable experience creating successful learning materials, for example job aids, PowerPoints, Step-by-steps and videos.



- Passionate about empowering customers with a strong ability to empathise with their needs—whether they're tech-savvy systems experts or less confident users.
- Skilled at translating complex topics into relatable use cases and easy-to-understand steps that resonate with a wide audience.
- Proactive in refreshing and repurposing content to keep it relevant, impactful, and easily accessible.
- Data-driven and scalability-focused, always looking for ways to improve processes and measure the impact on user experience and product adoption.
- Comfortable taking risks and learning from failure, using insights to iterate and refine toward better solutions.
- A collaborative team player who thrives on building relationships and aligning with customers and colleagues to achieve shared success.
- Strong attention to detail, ensuring accuracy and quality in every aspect of work.
- Strong project management skills, with the ability to balance multiple activities through to completion.

Key Responsibilities for the role

Product Mastery:

- Develop an in-depth understanding of Kallidus products and systems.
- Become a subject matter expert by using the product & learning from day-to-day interactions with customers and colleagues.
- Stay informed about product updates and changes, ensuring our Knowledgebase and Academy remain accurate, current, and aligned with the latest platform developments.
- Develop/continue to develop your understanding of HR and L&D processes and the wider industry.

Learning Excellence:

- Own the scheduling, creation, marketing, delivery, and reporting of our live training and webinars.
- Create engaging learning content from end-to-end including eLearning courses, live training, webinars, videos, Help Centre articles, and in-app messages.
- Ensure a seamless and effective learning experience for customers across our Academy and Knowledgebase.
- Take an active role in creating and delivering the Kallidus certification program.

Customer Engagement:

- Interact directly with customers to understand their needs, answer queries, and address concerns during Live Webinar sessions.
- Evaluate the feedback on eLearning materials and the overall learning experience.

Continuous Improvement:

- Monitor the effectiveness of educational materials and make data-driven improvements through surveys and other customer feedback.
- Keep up with industry best practices and emerging trends in eLearning and customer education.
- Create an industry-leading scenario library that enables experts to harness the full potential of the Kallidus platform.



- Be the primary owner of our | ensuring content is up to date and reflective of the current state of the platform.

Key skills and knowledge

- Tenaciously curious in understanding Kallidus products.
- Good listener, with excellent written and verbal communication skills.
- Experienced in designing and delivering live training and webinars and supporting learning materials, for example job aids, PowerPoints, Step-by-steps.
- Experienced in designing and delivering video and eLearning content.
- Able to explain product functionality and relate to real-world use cases.
- Builds and maintains strong, collaborative stakeholder relationships with colleagues and customers.
- Customer-centric: Enthusiastic, innovative, and proactive in supporting customers.
- Passionate about success: Committed to empowering people through effective training.
- Embodies the Kallidus values of Integrity, Collaboration, and Curiosity.
- Knowledge of learning and development/performance platforms preferable.
- Familiarity with SAAS software platforms preferable.
- Experience in using Articulate, Articulate Rise, and Camtasia preferable.
- Ready to embrace AI to work efficiently and quickly in creating and maintaining learning assets.

Behaviours Relevant to this Role:

	Practitioner IC
Inclusive	Considerate, consistent, fair, self-aware, tolerant, builds trust, celebrates others, speaks up when something isn't right
Delivery focused	Gains clarity on what's required, manages time, prioritises workload, acts at speed, high productivity, delivers on commitments and expectations
Influential	Influences sideways and upwards, adapts tone to suit audience, builds & expands network, assertive, growing in confidence, pushes back
Collaborative	Leads by example, acts as a role model for wider team, welcoming, gives space and time, actively supports, relatable
Resilient	Welcoming & supportive of change, knows limits & when to escalate, willing to be challenged, positivity
Solution Driven	Makes smart choices, takes measured risks, works independently, pragmatic, takes ownership, sees the right direction
Ambitious	Thirst for wider knowledge, expert focused, continuously learning, identifies patterns, cascades knowledge, builds their own story
Innovative	Questions what's gone before, thinks laterally, shares new ideas outside the norm, adapts to situations with creativity

Entrepreneurial

Questions inefficiencies, understand business context, challenges gaps & out methodologies, thinks beyond their role, asks 'what if?'

Kallidus is a disability confident employer. We work hard to build an explicitly inclusive space where everybody belongs. Kallidus is a supportive, caring, and enjoyable working environment for all our people, and we are committed to furthering the diversity of our teams.

Diversity brings innovation and creativity through different views, backgrounds, and opinions; as a people-first organisation, it's crucial that our teams reflect global diversity.

Our people are the heart of our success, and diversity is what drives that. Kallidus positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, region or belief, marital status, pregnancy or maternity.

Proud member of the Disability Confident employer scheme.

