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Start date

May 2024

Duration

6 -12 months

Languages

Good spoken and written English levels are required (B2 onwards)

Location

[Birmingham, England](#)

At the heart of the country Birmingham is a city with a rich and diverse culture where you can explore the historic waterways and industry, experience unique festivals, amazing attractions, shopping, delicious eating, and lively nightlife. This bustling city has something for everyone!

Are you eligible?

You are eligible for an ESPA internship if you are a registered student or have graduated within the past two years and have access to some form of grant funding.

Benefits

See website for details of all ESPA benefits. For all internships over 6 months, additional benefits will be paid. Details available at interview.

Role

This is fantastic opportunity for an individual interested in a Customer Success role, within a well-established and expanding company. Mentored throughout you will work within experienced teams to research, analyse and evaluate the customer and supplier journey, to fully engage, give the best advice, increase sales and collaborations as well as customer satisfaction. This exposure will provide you with an in-depth understanding of the business. This product has the potential to be a real game changer in education, so you will be a key player in their future success, making this a great addition to your CV and future career prospects.

Tasks

- Research websites to qualify product and brand dimensions
- Classification of products and brand groups to deliver category updates
- Manage data entry, review client inputs, and maintain to agreed standards
- Deliver defined outputs in line with client schedules

Desired Skills

- Constant attention to detail and data accuracy
- Excellent communication skills, both verbal and written
- Time management skills and able to deliver to defined timelines
- Multitasker
- MS Office; especially Excel

The Host Company

The host company is an up and coming start up with an innovative offering. They have developed a software platform that learns the way educators give feedback, so they never have to grade the same answer twice. This approach has been shown to reduce grading times by 74% and increase feedback given by 7.2 times. Their ambition is to revolutionise the way feedback is given in education around the world, ensuring feedback for all and saving thousands of administrative hours for teachers and lecturers.