



Recruitment Pack

**1st Line Customer
Support/Finance
Helpdesk Analyst**
£26-£30K
+ benefits

March 2026

Welcome

Thank you for your interest in joining our team! We're thrilled that you've discovered us and are eager to share more about this exciting role.

SAAF Education is a market-leading provider of business support services in the education sector. Our services include finance consultancy, payroll, HR, supply & recruitment, and internal scrutiny support. We're a key strategic partner to over 1,000 schools, academies, and trusts.

Our mission is clear: to alleviate the burden on school business leaders by providing tailored support that supports them every step of the way. By streamlining processes, we empower educational leaders to focus on educational excellence and pupil care.

But we're not content to simply maintain the status quo. Continuously adapting, learning, and attentively responding to the needs of our clients, we've become the preferred choice for many institutions – and our ambition is to be the ultimate choice for all.

Central to our success is our belief that people are the cornerstone of our vision. We understand that success can be achieved with the support of an exceptional team.

Why SAAF?

At SAAF, we're dedicated to sharing our expertise with schools, academies, and trusts. To do this, we require a strong and talented team. We've shaped an open, positive, and collaborative culture which will allow you to flourish and develop.

[Read more about us](#)

Our Values



**Customer-
centric**



**Act
ethically**



Proactive



Trailblazers

1st Line Customer Support/ Finance Helpdesk Analyst

Role Overview

SAAF Education is a key strategic partner to a vast array of schools and academies and, due to the continued demand for our services, we are expanding our team. We are looking for a talented team member to join the firm who can communicate effectively with our clients, work efficiently and on their own initiative.

Although we are looking for someone with the right qualifications, we are interested in hearing from passionate people with the right attitude and experience, alongside a flexible and solution-focused, proactive mindset. 1st Line Customer Support Analysts will support customers with the resolution of general queries, carry out initial investigations and, where necessary, escalate to the next level.

Analysts may need to work with other internal departments and 3rd parties/stakeholders to support a full fault resolution.

Key Responsibilities

- Answer incoming cases from customers requiring support on our products
- Create and assign tickets in the Freshdesk CRM system for relevant teams, collating information to support investigation and resolution
- Take a first contact resolution approach, carrying out an initial investigation and resolving queries using available resources
- Escalate more complex queries to the 2nd Line Support team where appropriate
- Consistently achieve individual and team targets.
- Prioritise daily workload and take ownership for meeting customer SLA
- May support user acceptance testing
- Takes ownership for continually developing product knowledge and expertise

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Qualifications and Experience

- ATT Level 2 (Education/Accountancy specific) - Desirable
- A-Level or equivalent in relevant subject
- Level 3 IT related qualification - Desirable
- GCSE or equivalent in Maths and English at minimum Grade C
- Customer facing telephone experience, 1 year preferred
- Industry relevant experience (Education Finance and Accounting)
- Any software support experience would be advantageous

Person Specification

- Strong interpersonal skills
- Proactive
- Remain calm under pressure and ability to handle challenging or sensitive issues
- Confident
- Self motivated
- Strong team player

Benefits

- Between £26k-30k pa, depending on experience
- Flexible and hybrid working arrangements
- 24 days of annual leave plus bank holidays, rising to 30 based on length of service
- Electric Car Salary Sacrifice Scheme
- Professional development opportunities
- Employee Assistance Programme - providing mental health & wellbeing support
- Discretionary bonus