

Student Success Manager at Syllabi

A customer support role looking after our GCSE students and their families - answering messages, checking in, and making sure no one slips through the cracks.

Fully remote, 30h per week. | c.£25,700/year.

Who we are

Syllabi is rethinking how UK secondary education *actually* works.

We're an online GCSE prep platform for Year 8–11 students in Maths, English, and Science, but that's the boring description. What we really are is a team of 22 trying to fix something that's been broken for decades: the gap between what schools deliver and what students need to succeed. Right now, we work with over 1,200 students across the UK. For many of them, we're not a top-up. We're the primary way their kids actually learn.

The role

You'll be the named human behind your own group of GCSE students and their families at a fast-growing UK education startup. The plan: take Syllabi from where we are today to the biggest provider in the country - and the relationships you build are a huge part of how we get there.

Examples of what you'll do in your first six months:

- **Own your cohort.** Reply to messages, check in regularly, and make sure no student or family ever feels forgotten.
- **Catch problems early.** Spot the student who's gone quiet, the assessment that's overdue, the family who's wavering - and step in before they leave.
- **Help with GCSE questions.** Support students with subject questions outside of lessons, at GCSE level.
- **Use our internal tools.** Stay on top of who needs you, what's flagged, and what's coming up, using the systems we've built.
- **Be the warm, human voice of Syllabi.** Not a script, not a bot - a real person who families trust.
- **Lean into the hard conversations.** The worried parent, the disengaging student. You don't avoid these, you handle them.

Who we're looking for

Background: completed (or on-track) for a 2:1 or above in Maths, Science, or another numerate subject. Final-year student graduating in 2026, or a recent graduate.

You should write like a real person - warm, clear, natural - and be organised enough to look after hundreds of relationships without dropping anyone. You don't need teaching experience or a customer-service background. You need to be sharp, reliable, and genuinely good with people in writing.

Requirements

You must:

- Have the unrestricted right to work in the UK for the long term. We don't sponsor visas.
- Live in the UK. The role is remote, but all shifts run on UK time, and we have in person training days every 1-2 months.
- Hold (or be on track for) a 2:1 or above in Maths, Science, or a closely related subject.
- Have a thorough understanding of the UK GCSE and A-Level system, the subjects, the grades, and what students go through.
- Be available to work your full shift pattern, including evenings and weekends, consistently for 12 months.
- Write fluently and warmly in English. This is the core of the job.

Traits we filter for:

- **Warmth.** People feel looked after when they talk to you. You make a worried parent feel calmer, not managed.
- **Reliability.** You finish things and you follow through. Families can trust that you won't let something slip.
- **Ownership.** Your cohort is yours. You don't wait to be told a student's gone quiet - you've already noticed.
- **Composure.** You lean into difficult conversations rather than avoiding them, and you stay steady when someone's upset.
- **Judgement.** You know when something needs escalating and when you can handle it yourself.

The package

- **£16.50/hour — approx. £25,700/year**
- Fully remote, 30 hours per week across 5.5 days (evenings and weekends, UK time)
- Extensive paid training before you go live
- In-person training days at our Birmingham office every 1–2 months (travel paid)
- Hands-on experience inside a fast-growing UK startup

- Workplace pension (3% employer contribution)

Where this leads

This is the entry point into a real career in customer success at a fast-growing company. SSMs who perform move up.

Level	Year
Student Success Manager	Year 1
Onboarding Lead	Year 1-2
Customer Success Lead	Year 2-3
Head of Customer Success	Year 3+

We review applications on a rolling basis and move strong candidates through fast. Apply early.

How to apply

Submit your application here: <https://www.syllabi.co.uk/careers/student-success-manager>

Questions? Email admin@syllabi.co.uk - we read everything.

One last thing

If you're reading this and thinking "this might be the most interesting role I've seen all year, but I'm not sure I'm qualified" - apply anyway.

We'll be the judges of whether you're qualified. Your job is to put yourself in front of us.

- Ali & Adam, co-founders