

Job Title: Customer Success Manager
Location: Wallingford
Business Area: Customer Success
Salary: Competitive



About GTI:

We aim to help students realise their potential in the world of work through technology, content and tools. That's not an easy thing.

We believe in understanding students and partnering with employers, universities, schools and other technology providers.

It's about students finding the right role and employers finding the most suitable candidates. But its more than that – it's about helping young people discover options, develop and build confidence.

The Role Aim:

As a Customer Success Manager with the recruiter team at Group GTI you will be responsible for delivering and exceeding the expectations of our clients. You will build and develop trusting and loyal relationships with our customers and an in-depth knowledge of their recruitment and company objectives and culture. They will consider you an extension of their hiring team.

You will have a detailed knowledge about our student platform and how it can best serve to communicate the messages of your client. You will understand the graduate market and the behaviours of our student audience to predict and guide response for your clients.

You will be motivated by achieving our clients hiring and branding objectives, delighting them with unexpected added value and achieving renewals, reducing churn and increasing the lifetime value of a customer.

The Role Outcomes:

1. To deliver on all clients briefs and KPIs
2. Achieve only positive results for customer satisfaction surveys
3. Secure 100% renewal rate from all recruiting customers

Main Duties and Responsibilities:

- **Pre-sale** - Partaking in client meetings with the account manager to understand the customers business, objectives and KPIs. You will support the sale by demonstrating your ability to listen and share your knowledge giving the client confidence in our ability to deliver.
- **Onboarding** – Once handed over from commercial you will successfully onboard the clients to our platform. You will conduct detailed onboarding meetings to understand how they will measure the success of their subscription, what the goals are, who their competitors are in terms of recruitment, the profile of the candidates they would like to attract, the culture of their organisation and key messages and dates we need to be aware of.
- **Success planning** – Using your detailed knowledge of the client, their recruitment objectives, our platform and audience you will design and deliver a success plan for the client's subscription.

- **Performance** – with the support of the customer success architect you will monitor and optimise your client’s subscriptions. You will be in regular communication with your clients to monitor their satisfaction with their subscription and identify ways we can delight them.
- **Reporting** – You will produce and deliver regular response reports for your clients providing explanation and commentary when required.
- **Upsell and renewal** – Through your detailed knowledge of our client and their objectives you will identify upsell opportunities and work account manager to secure the renewal.
- **Champion** - You will be the voice of the client as you input into commercial, marketing and product development.
- **Delight** – You will seek out opportunities to delight your clients. This may be through higher-than-expected response, audience insights and/or industry knowledge.

Person Specification:

- You will be a good listener inspiring confidence and trust.
- You will be confident in your own abilities and knowledge to inspire and reassure those around you, namely the client and the account manager.
- You will be a strong team player committed to developing the team as a whole to achieve our overall goals as well as individually for your clients.
- You will be incredibly organised with the ability of managing upwards of 50 relationships.
- You will be observant of patterns and themes within our customers recruitment sector, the behaviour of our student audience and the response from the platform.
- You will be confident with reporting and analysis both in your own reading of numbers but also to explain and give clarity to the client.
- You will be committed to improving working practices, identifying efficiencies and areas of opportunity.

Work Experience, Knowledge & Skills:

- 3 years’ experience of working in a B2B sales or customer service function, preferably customer success OR 3 years’ experience of delivering digital marketing campaigns
- Knowledge of student and graduate recruitment processes
- A confident and professional manner with excellent written, phone and conversational skills
- Ability to read, interpret and explain data reports
- Computer literate – MS Office, CRM systems, Google admanager
- Proactive, adaptable and a quick learner
- Focused, conscientious, efficient with excellent time management skills
- Collaborate with peers and other people inside and outside the business

Other Information

- Permanent role – 37.5 hours per week between Monday to Friday 9.00 – 5.30pm
- 3-month probationary period
- training provided
- Benefits package: 5% Contributory Pension, initial 25 day’s holiday, enhanced maternity/paternity policies, life assurance scheme

Please send your CV and covering letter to Chloe Burgess, chloe.burgess@groupgti.com