



Job Title: Customer Success Manager, Events and Experiences

Location: Home, Flexible, Wallingford or London

Business Area: Student Engagement

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.

Mission

- To deliver over 25,000 applications to our unique events, awards and competitions where students can actively engage with the top graduate employers.
- For our events to be the most recognisable and recommend student career events in the UK.

Key Metrics

- NPS
- Employer participation
- Renewals

Outcomes

- 1. Deliver outstanding customer service to ensure engaged employer participation at events, securing high NPS scores and therefore renewals.**
 - Build trusted and loyal relationships with our customers as well ensuring in-depth knowledge of their recruitment and company objectives and culture.
 - Host detailed onboarding meetings to understand the customer's requirements, target audience, goals and areas of particular focus.
 - Provide clear and regular event updates to all event partners by becoming their first point of contact within the team.
 - Ensure all customers have full information and briefs for running the events and for facilitating all elements.
 - Advise customers on how to maximise their presence and impact pre, during and post event to ensure a return on investment.
 - Ensure we fulfil our promotional obligations to our customers pre, during and post event.
 - Check correct client branding is present in student marketing materials
 - Collate collateral to be used in event promotion including company and speaker profiles.
 - Attend and facilitate at specified events including our TARGETjobs webinar series.

- Produce and distribute customer event summary reports including event attendance and distribution of their brand pre, during and post event.
- Produce customer feedback surveys, report on findings and adapt based on findings.

2. Input in to efficient and collaborative processes and internal ways of working in order to actively manage multiple events concurrently.

- Active in our CRM systems ensuring all conversations are accurate and kept up to date.
- Set up documented processes for customer management to consistently deliver a high quality customer service.
- Represent the client in event planning and development for current and newly proposed events.
- Following both your own ideas and direction from others, input and run working process improvements as we strive to deliver optimum team performance.

Person Specification:

- A good listener inspiring confidence and trust.
- Confident in your own abilities and knowledge to inspire and reassure those around you
- A strong team player committed to developing the team as a whole to achieve our overall goals as well as individually for your customers
- Incredibly organised with the ability of managing upwards of 100 relationships.
- Observant of patterns and themes within our customers recruitment sector and the behaviour of our student audience
- Confident with reporting and analysis both in your own reading of numbers but also to explain and give clarity to the customer
- Committed to improving working practices, identifying efficiencies and areas of opportunity.

Work Experience, Knowledge & Skills

- Knowledge of student and graduate recruitment processes
- A confident and professional manner with excellent communication skills both written and verbal
- Ability to read, interpret and explain data reports
- 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
- Willing to travel for events when required
- Computer literate – MS Office, CRM system

Other Information

- Permanent role – 37.5 hours per week between Monday to Friday 9.00 – 5.30pm
- 3-month probationary period
- 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 Katie Thomas, katie.thomas@groupgti.com