

## CUSTOMER SUCCESS EXECUTIVE (hybrid role)

(with a view to move to Customer Success Manager within 6-12 months)

**Department:** Business Development | **Location:** Southwark, London | **Reports to:** Head of Business Development | **Salary:** £28,000-£30,000 + OTE, £42,000-£44,000 OTE per annum

### About us:

*"You will thrive at Strengthscope if you're up for a challenge and don't shy away from responsibility. In a small and growing business, every single person has a massive impact. In return, you will be given plenty of opportunities and support to stretch your skills and strengths to the next level"*

Larissa Batt, Customer Success Team Lead

Strengthscope® has just had its best year of sales of all time (since 2006) and is valued by clients for helping their people have more honest and human conversations that drive workplace engagement and performance. People are at their best when they and those around them are consciously playing to their strengths. Strengthscope® simply provides the language and the tools for more people to do this more of the time. Some of the organisations we work with are:



### Your role

You will be part of the Customer Success (CS) team who are responsible for the growth in monthly corporate customer revenue and lifetime value. While we build your knowledge in Strengthscope®, this will be a hybrid role of customer success/new business as you will be responsible for working with existing corporate accounts assigned to you and building your own portfolio of accounts by tapping into our accredited practitioner community who have moved to new organisations.

You will have the option to transition into a pure Customer Success role when you fill your portfolio of accounts.

As a Customer Success Executive, your responsibilities include:

- **Building a strong referral network within the existing customer community:**
  - Build strong relationships with key influencers in our existing customer community to increase the number of monthly referrals
  - Ensure high levels of satisfaction delivered by the customer success processes including customer integration and highlighting areas of possible improvement
  - Ensuring people who were trained in Strengthscope® previously and who have moved to different companies are quickly followed up with and supported in their new role
- **Onboarding new corporate customers:**
  - Once a moved practitioner has been engaged, the CSE role is responsible for helping their main contact build stakeholder support within the prospective organisation
  - This may include presentations to senior people, product trials and/or various meetings and conversations with key sponsors in the business
  - The CSE will also throughout this stage proactively seek customer feedback to improve Strengthscope® solutions and the way we interact with our customers

- **Increasing the average spend and lifetime value of companies already utilising Strengthscope®:**
  - Ensuring smooth transition of account from new business to the CS team
  - Educating and engaging existing Strengthscope® users through emails, phone calls, meetings, events and webinars with new content, products and support tools
  - Meetings and calls to help clients align their use of Strengthscope® to their people and business strategy, utilising Strengthscope® across their employee lifecycle

### Who we're looking for

To be considered for this role you will have successful track record (1+ years) of B2B selling to senior HR stakeholders. The type of person we're looking for will also:

- Be naturally competitive
- Demonstrate learnings and failures in managing complex stakeholder relationships
- Have worked and enjoyed working in a small, technology scale-up environment
- Have an active interest in self/people development and psychology
- Demonstrate skills and energy for building a strong community of followers
- Be able to manage multiple projects and accounts simultaneously

### Future career opportunities

This role is about building sales experience selling an enterprise learning solution with some of the largest well-known brands in the world. As we grow so will you, and people with the right skills/energy will have the following opportunities:

- Progression after 6-12 months with your own portfolio of accounts
- Leading a team of 1 or more Customer Success Executives – after 1-2 years at the company
- Leading a POD (a cluster of business developers and customer success exec/managers) – 1-3 years having led a CS team within a POD
- Option to flex into and potentially move into a full-time channel partnership role with strategic non-corporate partners

### Your company benefits

Fighting to make the 'everyday blues' a thing of the past, here are some of the good things you'll get when you join Strengthscope in addition to the usual competitive salary, pension plan and 25 days' annual leave:

- 2 days' paid leave per year for charity goodness
- Flexible working
- An extra day off for your birthday
- Perkbox
- Eye care vouchers
- Strengths Hero - where we celebrate the most awesome person of the month (nominees then have the chance to win a weekend trip away!)
- Healthy snacks to keep you refuelled
- Team lunches
- Pay day party
- Quarterly team days to reflect, plan and celebrate
- Sabbatical leave after working for 5 years at Strengthscope for you to just do you.

Does this sound like you? If so, we'd love to hear from you: [careers@strengthscope.com](mailto:careers@strengthscope.com)

Please note that if you are not contacted by our team within 2 weeks, it means that on this occasion, your application has not been successful.