

CUSTOMER SUCCESS MANAGER

Level: Mid | **Department:** Customer Success | **Location:** London | **Salary:** £45,000 - £50,000 OTE (uncapped), based on experience | **Reports to:** Head of Sales

Back in the mid-noughties, we kept on seeing the same problem pretty much every day: people + work sometimes = 😞/misery/unhappiness/lack of fulfilment. We knew that being fulfilled wasn't this unattainable dream, we knew it was within everyone's reach, but we needed a way to show them that the journey to that point came from within. So, after a lot of research (and caffeine), in 2006 Strengthscope® was built – a system to help people find and communicate their strengths to themselves and others to bring more of themselves to work and to life.

Our mission is to reveal the unique strengths of people across the world, enabling them to bring their most authentic and inspired selves to work and to life, every day.

Despite the obvious challenges of 2020, here at Strengthscope®, we have been busy staying virtually connected as a team while investing to enhance user experience through the launch of new products and services. We're now looking forward to a record-breaking 2021, embarking on a mission to become a £10m turnover business in 3 years' time.

Here are some of the companies we work with:



The what

Our goal is to make Strengthscope® stratospheric, to make it the go-to tool for the entire population of working people (that's around 4bn people). To help us achieve this, we're looking for a Customer Success Manager to join our team and drive exponential growth within our existing client roster of global organisations. As Customer Success Manager, you'll be measured against and responsible for:

- Increasing the average spend and lifetime value of companies already utilising Strengthscope®:
 - Taking ownership for the overall commercial growth of your accounts to create specific account growth
 - Ensuring smooth transition of accounts from new business
 - Helping clients align their use of Strengthscope® to their People and business strategy
 - Ensuring Strengthscope® is utilised by the client across their employee lifecycle
 - Ensuring clients are confident in their use of Strengthscope® and are aware of all the resources available to help them
 - Working with internal consultants and the client to ensure successful management of projects, including overseeing design, delivery, and evaluation.
- Building strong referral networks within the corporate practitioner community:
 - Ensuring high levels of satisfaction delivered by the Customer Success processes
 - Promoting the Strengthscope® brand as a strategic culture-change supplier.

Your performance metrics:

- Quarterly sales performance (revenue) and accurate 90-day sales forecasting
- Customer engagement – measured by number of downloads and customer spend
- Positive feedback from clients and internal team.

The you

This role is perfect for a person with at least 2 years' sales experience, who is looking to take what they've learned and apply it within a small team in a fast-growth organisation.

You will thrive in this role if you:

- Are passionate about helping people have life-changing, light-bulb moments
- Have previous customer success/account management sales experience (ideally selling SaaS products and/or sales within the People development space – e-learning, learning experience platforms, LMS, psychometric assessments, training, etc.)
- Have a strong and demonstrable history of account revenue growth
- Take ownership for your work, the results you deliver, and are happy juggling multiple tasks and priorities
- Are able to consistently follow internal processes, including accurate data input on our CRM system
- Take an active interest in self-development/workplace psychology
- Enjoy and have experience in building long-term relationships with senior stakeholders
- Are naturally resilient, and driven to succeed
- Can dot the i's and cross the t's
- Have working knowledge of the Microsoft usual suspects (Word, Excel, PowerPoint, Outlook).

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:

- Leading a team of 1 or more salespeople
- Becoming an Enterprise Customer Success Manager, driving engagement within our highest-potential clients
- Transitioning to working with new business or strategic partnerships.

The good bits

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 access, including 24/7 GP access and counselling
- Eye care vouchers
- Internal coaching and mentoring opportunities
- Strengths Hero - where we celebrate the most awesome person of the month (nominees then have the chance to win a weekend trip away!)
- Team lunches
- Pay day parties
- StrengthscopeMASTER™ qualification
- Quarterly team days to reflect, plan and celebrate
- Offices on the bustling Southbank, minutes from London Bridge, Southwark, and Waterloo stations
- Sabbatical leave after working for 5 years at Strengthscope for you to just do you.

Does this sound like you? If you meet even some of these criteria, we'd love to hear from you:

careers@strengthscope.com

Click [here](#) to meet the team or search #lifeatstrengthscope on LinkedIn to see life behind the scenes!

Strengthscope is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status, or pregnancy and maternity.

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.