



Job Description

Job title:	Customer Success Manager
Department:	Customer Success
Line Manager:	Stacey Valentine – Head of Customer Success
Location:	Salford - Exchange Quay

Voicescape Background

At Voicescape we help our customers connect with the communities they serve. We use data science, behavioural insights and digital technology to create positive customer engagement in the most efficient and effective way possible.

Our solutions address significant business challenges in the Social Housing, Local Authority and Healthcare sectors. Our solutions allow our customers and their communities to have a much-improved experience.

Our flexible technology is fully Cloud-based and highly configurable. Our solutions integrate machine-learning artificial intelligence with sophisticated web front-ends and support hundreds of thousands of individual interactions every week. Our support teams are renowned and praised for providing high quality, expert and responsive service, with an NPS score of “Excellent”.

We are a focused ambitious business with a clear vision and passion for what we do. We are growing and looking to recruit energetic, creative and committed team members. Come and join us at this exciting time for the business.

Role purpose:

The Customer Success Manager (CSM) is a key role in ensuring that Voicescape customers are successful lifelong advocates of our software. Using excellent relationship building skills, the CSM creates strong and effective partnerships both with customers and internal stakeholders. They also ensure quality and timely delivery of projects and maintain very high customer satisfaction and retention levels. The CSM is the primary owner of the successful operational relationship with customers, working very closely with Sales (on new business prospects) and Account Management (for all existing customers).

This list is not exhaustive and other duties will be required of the CSM role.

Key outputs:

- Projects delivered within agreed project implementation timelines/plans
- Excellent customer usage across customer solutions
- Excellent customer advocacy across the customer base



- An enthusiastic and well-trained customer base
- High customer satisfaction from decision makers and users alike
- Market leading Customer retention
- Expansion Sales opportunities identified & passed to Account Management
- High customer satisfaction from decision makers and users alike.

Key responsibilities:

Project Management

- Full ownership of the implementation of all new customers/solutions within defined/agreed quality and time schedule, including managing the delivery of responsibilities in other departments & escalating customer dependencies
- Implementation – communicate plans for Implementation project kick offs, sales handovers, continued contact, requirements capture and user training
- Preparation of Statements of Work (SOWs) and regular Project Status Reports
- Early-life support intensive care management
- Management of the delivery of In-Life Change to scope & agreed timelines / budget.

Product Expert

- Consultative and strategic product expert who takes time to understand in detail all aspects of the product and can clearly communicate knowledge and spread expertise and enthusiasm amongst the customer base to perpetually cement value to the customer

Customer Interactions & Support

- Full ownership of all operational customer touchpoints, named point of contact for the duration of the customer contract.
- Identify operational stakeholders and the value and desired outcomes they wish to get from the product – monitor and proactively create action plans based on any changes
- Provide regular contact at an agreed frequency with all customers to build relationship and identify risks
- Provide quarterly business reviews (QBR) with operational customers either face to face or virtual, delivering success statement update of progress against customer business objectives, overseeing timely resolution of issues, share best practice and, identify any opportunities and/or risks.
- Providing training face to face or virtually to all customer at implementation and beyond with the aim of; developing customer champions with excellent product knowledge and facilitating enthusiasm amongst the customer base.
- Requirements capture for change control to a high standard actionable by the technical team or via the service desk.
- Compiling success statement/ supporting data for Customers and also for internal usage



- Deliver product specific user group activities to share best practice, encourage advocacy, identify risks and capture feedback to inform future product delivery.

Administration

- Project administration; all administration in line with each implementation; project plan, resources, presentations, etc.
- Creating all training materials, presentations, end user manuals and handy hints guides.
- QBR admin, providing the customer with all required performance information either in advance or following the meeting, or both.
- Creating new support tickets, production jobs & change requests to the required standard and ensuring customer is kept up to date with progress.
- Updating internal systems including adding records of all customer interactions, meeting notes & customer health scores.
- Participation in regular Account Review meetings with key internal stakeholders
- Using MS Teams & social media including Twitter & LinkedIn to keep Internal Stakeholders, Customers & Prospects updated with Voicescape Activities and sharing good news stories about Customer Success.

Attributes & Behaviours:

You will be:

- Enthusiastic and passionate about customers and helping them to succeed
- Self-motivated and conscientious individual with excellent communication skills and a committed work ethic
- Able to empathise with the customer and relate to their world – a customer advocate focused on understanding what's important to the customer and how we can delight them with all our interactions.
- Proactive in contributing to never ending improvement of standards
- Responsible for outcomes and proactively ensure timely execution of tasks to achieve customer satisfaction
- Diligent in all administration and surrounding activities required to deliver outstanding customer relationships
- Cost-conscious
- Able to project a professional image
- Articulate and diplomatic
- Able to work effectively under pressure
- Willing to do the hours necessary, including out of hours support & maintenance, in the event of planned or unplanned maintenance or major incident management.

Skills and experience:

Essential:

At least 2+ years previous knowledge & experience:



- Customer Success Manager *or* relevant customer facing role.

Desirable:

Prior experience & knowledge of:

- Software as a Service (SAAS) organisations and how they operate.
- The UK Social Housing sector
- Customer satisfaction measurement in social housing & consumer regulation standards.

You will have:

- Excellent organisational and time management skills, with excellent attention to detail
- Excellent problem-solving techniques
- Excellent written and verbal communications
- Excellent Interpersonal and team working capabilities
- Excellent Presentation Skills
- Demonstrating best practices and acting as a team player within the CSM function.
- Superior communication skills and demonstrable ability to deal with Leadership of high-value organisations.
- Ability to develop and manage Executive meeting agendas, content, and delivery.

How this role will be measured:

Primary Measures:

- Customer Retention / net churn
- Customer Satisfaction (measured by customer feedback, annual NPS survey, amongst other metrics)

Secondary Measures:

- Delivery of In-Life Change to targets (time, revenue, quality)
- Competitive & Expansion Sale opportunity analysis, measured by opportunities passed to Account Management for qualification & product usage per customer

Approved by:

Date:

