



Role	Customer Success Manager
Team	Customer Success
Reports to	Director of Customer Success
Line Manages	N/a

About the Role

A Strategic Customer Success Manager will partner with our largest and most complex customers, ensuring they derive maximum value from our solutions. They will serve as a trusted advisor and advocate, guiding customers through their entire journey from PoC, onboarding and product adoption to ensure long-term success.

This is a highly visible role requiring deep product expertise, business acumen, and relationship management skills to drive customer value realisation, retention, and help support growth.

The CSM will collaborate cross-functionally with Sales, Product, and the Technical teams to deliver outstanding customer experiences and proactively address challenges before they arise.

Key Responsibilities

Customer Engagement & Value Realisation

- Develop and maintain strategic, high-touch relationships with C-level executives, senior stakeholders, and multi-layered customer teams.
- Act as a trusted advisor, helping customers operationalize and maximize the value of our solutions within their business.
- Work your “book of clients” strategically – feeling empowered and confident to be creative and work with them to achieve the best results.
- Create tailored success plans for each client, getting customer buy in and feedback and working collaboratively to achieve the desired goals through the plan.
- Guide customers through onboarding, adoption, and expansion, ensuring they fully leverage our platform.

- Project manage more complex stages such as PoC and onboarding ensuring the right people are involved at the right time and there are clear, actionable steps.
- Proactively identify growth opportunities within accounts and work with Sales to drive upsell and cross-sell initiatives.
- Conduct reoccurring impact and value sessions with customers, such as Quarterly Business Reviews (QBRs)
- Ensure you're tracking and aware of key people on the customer side and engaging them appropriately.
- Be confident in renewal conversations including engaging the right people, presenting the value that has been delivered and painting a plan for the future.

Customer Success Strategy & Execution

- Deliver reoccurring customer value and impact proactively, ensuring the customer is achieving the agreed outcomes
- Own customer outcomes, ensuring early and sustained product adoption through your Success Plan.
- Develop tailored success plans, including change management strategies and customized engagement approaches.
- Implement risk identification and mitigation strategies to prevent churn and maximize long-term retention.
- Partner with cross-functional teams (Sales, Product, Technical Support) to streamline customer transitions and ensure seamless experiences.

Thought Leadership & Industry Expertise

- Stay ahead of industry trends and customer success best practices to continuously improve engagement strategies.
- Advocate for customer needs by providing structured feedback to Product and Engineering teams for feature enhancements and improvements.
- Lead customer enablement efforts, including training sessions, workshops, and knowledge-sharing initiatives.

Key Skills & Qualifications

- 5+ years in a customer-facing role (Customer Success, Account Management, Consulting) within a SaaS or technology-driven company.
- Proven experience managing high-value, complex enterprise customers, including C-suite engagement.

- Applied understanding of SaaS business models and customer lifecycle management.
- Strong experience in developing and executing success plans, product adoption strategies, and retention programs.
- Ability to analyse customer data and trends to proactively identify risks and opportunities.
- Exceptional communication, presentation, and problem-solving skills.
- Self-motivated, highly organized, and able to thrive in a fast-paced, dynamic environment.
- A curious and proactive self-starter who will grow their own skills as well as pushing our team and company to be better.
- People describe you as passionate and determined. When you see a problem you think “How can we fix this?” and act.

Performance Metrics

- **Customer Retention:** Minimised churn and increased net retention. GRR will be our primary objective.
- **Reoccurring impact and value creation:** Regular value add touchpoints helping customers achieve their goals
- **Product Adoption:** Increased utilization of key features and solutions.
- **Customer Satisfaction:** Measured through the achievement of customers outcomes and feedback from the customer.
- **Revenue Growth:** Identifying upsell and cross-sell opportunities to pass through to sales.
- **Strategic Engagement:** Number of value creating and high-touch interactions with key accounts.