

Role: Customer Success Manager
Team/Location: Services – Saltash / Hybrid
Reporting to: Services Executive
Job Level: 3a

Purpose...

Responsible for delivering premium customer service in line with Hemsley Fraser's strategy to maximize revenue potential, contract renewals and developing strong client relationships. Taking ownership for new business implementation and working with clients in a consultative capacity to guide them towards best practice when launching and maintaining a blended solution and/or a hub to achieve optimum engagement and reduce attrition.

MLS Specialism: Taking ownership for new learning needs and working with clients in a consultative capacity to guide them towards best practice in their operating procedures and interactions with Hemsley Fraser as their MLS.

You will be...

An experienced people leader with an ardent desire to develop, coach and develop those around you, ensuring they have a strong understanding of the Hemsley proposition that will enable them to build better relationships with internal and external clients.

A trusted partner that is client orientated and as a key stakeholder will strive to create successful and impactful relationships.

An analytical person with an excellent ability to problem solve in a challenging environment, using strong organisation skills to multi-task effectively more maximum efficiency.

The role is...

- Leading on the implementation of new client work within existing contracts, acting as a main point of contact for internal and external stakeholders.
- Leading internal contract calls and client calls and leading/attending contract review meetings. MLS Specialism: Leading internal and external contract monthly and quarterly calls and meetings, including contract review meetings.
- Understanding client Service Level Agreements (SLAs), contracts, terms and conditions and having the ability to discuss them confidently, working closely with the Customer Delivery Manager on your account.
- Acting as an escalation point for the Customer Delivery Manager to support them with the operational day-to-day management of contracts, ensuring smooth running in alignment with agreed SLAs and minimising disruption caused by planned and unplanned activities such as absences, change requests, etc.

- Reviewing client hub data to identify trends and gain insights to act in a consultative capacity and guide clients towards best practice when launching and maintaining a hub so that optimum levels of engagement are achieved, therefore improving the services provided and securing future hub renewals.
- Acting as a Subject Matter Expert (SME) on the entire Hemsley breadth of services and products, allowing for opportunities to upsell where possible.
- Proactively managing a contract risk and issues logs and ensuring consistency and sharing of lessons learned across the department.
- Updating the Senior Customer Success Operations Manager, Head of MLS Service Delivery or Services Executive as appropriate of any risk to any client contracts.
- Oversight of the production of accurate and timely monthly management information and invoicing.
- Managing contract revenue reporting and budgets, ensuring effective cost control and recovery, protecting, and positively impacting pre-agreed margins and business financial performance.
- Managing, motivating, coaching, and developing direct reports/team members to create a client focused environment of empowerment and high performance (including induction and training plans).
- Acting as a mentor for new Customer Success Managers, providing guidance and support as and when required.
- Acting as an escalation point for resolving problems/complaints and implementing solutions.
- Collaborating with the Senior Customer Success Operations Manager on team recruitment and succession planning, identifying opportunities to attract new talent and enhancing team capability.
- MLS Specialism: Collaborating with the Customer Delivery Manager on client required reporting including the MI, and quarterly or contract review backs. Whilst you will not be accountable for the building of these reports, it is imperative you have a strong understanding and ability of how to present the findings and recommendations as part of your consultative approach

You will have...

- Experience of leading complex, successful service/client-facing administration teams or equivalent.
- Excellent interpersonal and communication skills including experience of building successful and effective relationships at a senior level.
- Strong people management skills including coaching, mentoring, and developing.
- An understanding of commercial awareness.
- Ability to deliver in a fast moving, pressurised environment to meet demanding deadlines and SLAs.
- A good understanding of virtual platforms or technology and the ability to relate this to client specific requirements.
- Demonstrable client facing experience including presentations and pitches (desirable).

- A good working knowledge of Microsoft Office (including Excel).
- A good standard of presentation skills.

Success in the role is...

- Positive and successful client, trainer, and internal feedback.
- Accuracy of reporting and tracking, ensuring delivery to pre-agreed margins.
- Team delivery of SLAs/KPIs
- Positive behaviour and approach
- Demonstration of Hemsley Fraser Values

Role specific KPIs

This section is a supplement to the job Role Profile and is intended to set out the performance expectations of the role. Post holders will be responsible for always achieving role specific Key Performance Indicators (KPIs).

Achievement of KPIs on a continuous basis will form part of ongoing performance conversations and will be measured weekly, monthly or quarterly as appropriate. They will also be reviewed formally at quarterly intervals as part of the Performance Enablement process.

KPI	KPI Category (e.g., Customer/ Financial/Internal/ Quality)	Link to Strategy	Expectation/Measure	Measurement Frequency (Weekly/Monthly/ Quarterly)	Exceptions
Lead on the service delivery of new work within existing contracts.	Internal	Stability	<ul style="list-style-type: none"> Act as point of contact for the Executive Client Partners/Client Partners/Project Managers to set up and integrate new projects process aligned to departmental practices. Ensure internal client delivery team (CSS/CSA) are meeting client SLAs - 95% of responses to client requests are managed to the contractual deadlines set out with clients (e.g. 24 hours, 48 hours) 	Weekly	<ul style="list-style-type: none"> Where volume of work is over 15% higher than expected volumes
Ensure accurate capturing and submissions of all project and delivery related invoices. Tracking margins and reporting to sales owners	Internal	Growth	<ul style="list-style-type: none"> Review all invoices when set up with that target of 100% of sales invoice fee notes are submitted accurately on a monthly basis by the last working day of each month for that month limiting number of credit notes being raised. Ensuring accounts operating at or above xx% margin 		
Work with Hub clients in a consultative capacity promoting a digital first approach to learning. Guiding them towards best practice to maintain a platform and obtain optimum engagement.	Client	Trust	<ul style="list-style-type: none"> Increase in number of renewals in Hub clients Engagement levels aligned to client objectives and sustained across contract. Regular review with client and analysis of monthly Hub Power BI reports. 		

<p>Support the ongoing development of the CSSs and wider team to help improve their understanding of the HF Value proposition</p>	<p>Internal</p>	<p>Growth</p>	<ul style="list-style-type: none"> • CSS support on strategic account reviews with the capability of being able to talk about how we provide fully blended learning experiences across our client portfolio • Ensure continued growth in knowledge and expertise across the Hemsley Fraser Services team 		
<p>All team members to have continuous ongoing performance conversations to include performance against KPIs, Objectives and HF Values and a wellbeing check-in with sign posting to any further resources such as EAP, People Team or Mental Health First Aider Community</p>	<p>Internal/Quality</p>	<p>Stabilise/Diversify for growth</p>	<ul style="list-style-type: none"> • All of own teams to have clear KPIs and objectives, with objectives agreed and set out in the HR system each quarter. • All team members to have regular (at least monthly) one-to-ones (121s) with their manager which include conversations about KPIs, Objectives, HF Values and Wellbeing and relevant sign posting as required • Monthly 121s to be documented, stored confidentially, and shared with the team member each month • 100% of absences logged in the HR system within 24 hours of start of absence, and return to work interviews conducted within 24 hours of return date on all occasions of absence including an update to the absence record • PDPs & PIPs in place where required. • Managing team performance and addressing performance and issues in a timely manner. 	<p>Monthly</p>	<ul style="list-style-type: none"> • Team member absences