



Platform Client Partner

London

We are looking for highly analytical, user-driven, platform-led Client Partner to help our online portfolio of clients 'See Beyond'.

Our ideal candidate will have extensive commercial experience in a similar recurring revenue role and be passionate about driving online customer success and best practice, to push the limits of the value our unique capability and offer can deliver to our clients.

Why you now?

More than ever, the world needs to "See Beyond". This role is designed to do just that - to inspire and engage clients to impact their organizations, through the optimum distillation of 'always on' Foresight. To drive and deliver the unique value and commercial benefit that our platform Collision offers.

Collision is highly customizable. Our ideal candidate will translate which platform products are needed, for whom, and how best to benefit from them. They will shape and influence the best user journeys. And, over time, they will refine our customer success model for our most valuable platform clients.

We have learned how to make foresight stand at the heart of major global companies' strategies and growth, efficiency and delivery plans. We are growing fast, not only in numbers but also in reach and impact. In simple terms, we are moving to the next level, from valuable to invaluable and essential.

The ever-growing sophistication and complexity of our role and contribution to our clients require ever-stronger expertise and leadership. Your challenging mission will be to personify this high-importance, high-impact, high-complexity contribution of Foresight Factory as it relates to our self-serve client performance.

The sort of things you will be doing

Managing a portfolio of platform led accounts for transformative enduring value to them from Strategic Foresight and well-earned sustainable growth of our revenues at the level of (or beyond) through our highly innovative platform suite of products.

Analysing online accounts at the level of strategic need as well as patterns in usage, in order to define and drive optimum client value. Identifying & expanding the footprint of who benefits directly from platform led foresight.

Coaching clients online in new & innovative ways to deliver greater operational impact of "Seeing Beyond" and consequently maximise portfolio size and earnings potential.



Through deep client knowledge and effective account plans, architect the framing of contributions and proposals to them that leverages and encompasses FF's capabilities.

Working closely and supportively with our customer success & platform development teams, you will ensure the quality of proposal substance and solutions delivery for mutual advantage and value with our online clients. You will lead and practice yourself complex multi-dimensional engagements that combine data analysis, trend interpretation, delivering platform led projects, client advisory calls, presentations and webinars to varied audiences including C-Suite etc.

Translating and extending success in some parts of our client's organisations to others - be they divisional, functional, or geographical.

Some of the key requirements for this role

- 5 + years' experience in a recurring revenue/platform driven role leading strategic, sophisticated sales and customer success through ever-improving online partnerships. SaaS experience would be considered extremely beneficial
- Demonstrated success in revenue and profit generation; experience in growing platform usage; proven track record of identifying and growing revenue opportunities with clients
- Experience in customer success strategies
- Proficient in user analytics
- Collegiate and thoughtful personality with excellent interpersonal and communication skill
- Experience with a range of client sectors including (but not restricted to) white goods, advertising, automotive, financial, media or, retail
- A passion for foresight & consumer trends; confidence in data-led, highly analytical solutions
- Experience with Salesforce or other CRM tools for effective client management would be a plus

What you will get in return

Career enhancement - You will learn and grow your personal capability massively, as, whatever client relationships you have led on, the "Seeing Beyond" complexity is high on developing and transmitting valuable substance to the best companies in the world.

Coaching and development – We are a mid-size organization and combine human and system approaches. On the former, your leadership and colleagues will provide frequent "support and challenge". On the later, we practice a structured "personal performance and development" planning which clarifies mutual expectations and pathways.

Stretch to foresight potential - You will be faced with amazing client challenges to illustrate how foresight can transform business strategy & commercial results by embedding a range of human and machine led solutions. Our marketplace is one of constant evolution. This will require to push hard your individual and our collective thinking.

Great excitement - The mission is complex and challenging. The level of personal involvement, autonomy, accountability for performance within the broad FF team makes it highly exciting. Team work is a must and energizing given the quality and character of our global colleagues.



Compensation and benefits

- Competitive salary
- Commission scheme
- 28 days holiday plus public holidays.
- Hybrid-flexible working
- Access to a relaxed and friendly working environment
- Social get-togethers and ad-hoc perks
- Workplace pension
- Cycle-to-work and tech schemes
- Employee assistance programme support

If we sound like the kind of company you would like to be part of, please send your CV and a covering letter (including any salary expectations) to careers@foresightfactory.co

Please note, only applicants progressing to the next stage will be contacted.

NO AGENCIES PLEASE