



Customer Success Executive London

It's great to meet *you*.

An expert in building relationships and powerful partnerships that last.

A curious and confident mind with an insatiable appetite to understand what's important to clients.

An effective organiser who can juggle and deliver competing priorities and requests at lightning speed.

A passionate futurist with an obsession to reveal consumer needs and wants.

Our pitch to *you*, in 50 words.

For over 20 years, we've been applying trends to help our clients see further. We help business to see beyond the noise of today, to predict and drive a better tomorrow. We focus on genuine challenges, find the right data and uncover trends that give our clients strategically compelling answers.

Your single reason for being.

To reveal what matters most, and enable success for every business.

The hats *you'll* need to wear.

You'll get a kick out of making sure our new clients are set up for success. Responsible for onboarding new users on Collision (our dynamic trends intelligence platform), you'll create and track relationship milestones in Salesforce so our clients feel valued and loved.

With our very own engagement insight, you'll be curious to know who's visiting Collision, what they've been reading to grow our client knowledge, and so you can replicate engagement behaviours with other clients.

With a curiosity for numbers you'll need to understand key client metrics, ensuring our Client Partners are on the front foot. You'll prepare key relationship and engagement statistics for regular relationship reviews.

A brilliant communicator, you'll help our Senior Customer Success Manager deliver impactful Collision masterclasses by telling compelling trend stories.

You pride yourself on being one step ahead of what clients need by proactively curating and sending relevant trend and data content to our most valuable clients.

Helping our client partners to engage clients with our webinar series, you'll track registrations and attendance.

You'll be a stickler for detail, ensuring our engagement metrics are accurately reported and our client data is up to date and accurate in both salesforce and our CMS.

Why we should hire **you**.

You are client obsessed, full of energy and desperate to please our clients.

You're responsive and resilient, happy to roll your sleeves up and get stuck in, no matter what the task.

Inquisitive, if you don't know how to do something, you figure it out.

You're confident managing different systems and technologies.

You love to be admin-organised and keep a tidy ship.

You build strong relationships at all levels of organisations, both internally and externally.

You're as fascinated by the future as we are.

The rewards for being **you**.

- A competitive base salary.
- Performance bonus scheme.
- Workplace pension.
- Flexible/hybrid working. New co-working space coming in 2022.
- 25 days' holiday plus public holidays.
- Bonus Christmas and New Year leave in addition to standard holiday allowance.
- Cycle to work and personal tech schemes.
- Wellbeing support programme.

Have we convinced **you**? What do the team say?

"Every single day is stimulating – always challenging with new brain fodder at every turn."

"We're fun and informal, not corporate, but still serious and committed to delivering excellence."

"We are never the boring one at the dinner table – always a perspective to add."

"We're curious and outspoken, on the good end of crazy!"

"There's room for creativity and opportunity at all levels."

"We do not like standing still. We aim to be 5 steps ahead in the future."

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