

Senior Customer Success Manager London

It's great to meet *you*.

An expert in client success best practice, driving growth and retention.
A passionate leader committed to developing and delivering foresight capabilities to our clients for their success
An effective influencer amongst our client community and a natural at creating powerful partnerships that last.
A curious and confident mind that challenges the status quo to deliver demonstrable results.
Proven to define and deliver leading customer success strategies with authority and passion.

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 will be accountable to develop a strategy to equip our clients to optimise their usage of our infinitely rich data and foresights base available on Collision (our dynamic trends intelligence platform). You will implement the strategy directly and with your fellow Client Partners in rolling out a set of tools and practices such as subscription deployment strategies, training graduations, masterclasses, etc. Your measures of success will include the number of Collision super users, demonstrated value provided to clients, the increase of our Collision license footprint, etc.

A born creative and communicator, you'll deliver impactful onboarding Collision (our dynamic trends intelligence platform) masterclasses to our clients turning them into Super Users. Understanding their key objectives, you'll demonstrate how Collision can meet them and ensure they are set up for foresight-led success.

Using our very own engagement insight, you'll mitigate risk and maximise value throughout the client's lifecycle, recommending appropriate strategies and practice.

You'll need to get under the skin of what builds client retention and growth. Together with Client Partners, you will develop success plans to deliver robust, valued client relationships so we are deeply embedded into their organisation as a strategic partner. You will develop playbooks, toolkits and initiatives for our Client Partners to implement – together or on their own.

Your astute eye for business growth will confirm when clients are ready for an upgrade or cross-sell conversation and will support our client partners with compelling interventions and collateral. You will lead and help to increase our Collision license footprint amongst our clients, which is pivotal to our growth targets.

Drawing upon on all of our intelligence (your considerable client relationship base, voice of the customer, engagement analytics, platform UX etc.), you'll build an in-depth understanding of our clients' needs and be responsible for communicating these common behaviours across the Foresight Factory key teams (marketing, product, sales, client partners) and propose/progress related growth strategies.

Why we should hire **you**.

You are client obsessed, energetic and confident; a strong communicator who can tell trend stories.

You have a passion for foresight and helping our clients achieve their strategic goals.

You are strategic and can develop and roll out cross-company programmes to build strategic capabilities.

You are a coach, a trainer, a leader by influence, an impact maker.

You are inquisitive and determined to understand what makes our clients tick, so you can outperform expectation.

You are a highly effective influencer who can drive outcomes through other teams.

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

Ideally, you are a proven retention and growth professional in a B2B environment with experience of a digital platform product.

The rewards for being **you**.

- A competitive base salary
- Performance bonus scheme
- Workplace pension
- Flexible/hybrid working
- Exciting new co-working office coming in 2022!
- 25 days' holiday plus public holidays
- Additional time off between Christmas and New Year in addition to you holiday allowance
- Cycle to work and personal tech schemes
- Wellbeing support programme
- We're a social bunch, who like to work hard and laugh hard.

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