

# Customer Success Executive

## London

**We are looking for a Customer Success Executive with an eye for detail, and a passion for analytics and spotting engagement patterns.**

**You will thrive on building successful partnerships with our clients and supporting them to achieve the most value possible from their investment and ongoing relationship with us.**

**Foresight Factory is a consumer prediction consultancy which cuts to the chase. Powered by our decision-making platform 'Collision' we provide uniquely specific answers to future customer questions. What we do is very deep, very smart, and very commercial.**

**Home to a diverse team of unique talents our people are confident, embrace responsibility, and enjoy working collaboratively to understand what's important to our clients and always digging deeper to uncover new insights.**

**This role would be perfect for someone who can think strategically and commercially, has the confidence to build strong relationships at all levels both internally and externally, and is as fascinated by the future as we are.**

### **The sort of things you will be doing.**

- Setting our clients are set up for success. Responsible for onboarding new users to Collision, our online decision-making platform.
- Tracking platform engagement, you'll be curious to know who's visiting Collision, what they've been reading to grow our client knowledge, so you can replicate engagement behaviours with other clients.
- You pride yourself on being one step ahead of what clients need by proactively curating and sending relevant trend and data content.
- Develop a deep understanding of our data, content, and product solutions, matching them to our client's challenges.
- Ensuring our engagement metrics are accurately reported and our client data is up to date and accurate in both salesforce and our CMS
- Be a brand ambassador to ensure that all communications are consistent with our brand guidelines - we pride ourselves on delivering substance with style in both campaign execution and quality of insight.
- Working with our client partners to engage clients with our webinar series, you'll track registrations and attendance. Exploring emerging tech/AI to improve client processes which drive efficiency.

### **Why we should hire you**

- You have a recent relevant degree or equivalent experience in a Customer Success or similar client-focused role.
- You have excellent numerical skills, strong verbal, and written English, are a confident communicator and have great attention to detail and accuracy.

- You have an enthusiastic and curious approach to problem solving, are self-driven, and self-sufficient.
- You are very organised and process-driven; capable of multi-tasking and time-management.
- You enjoy working as a team, collaboratively, and can work flexibly and adapt working style.
- You have a continuous learning mindset: lover of new technologies, always asking “how can we do this better/differently?”, “What if.”, etc
- You’ve had exposure to using SalesForce.com, Pardot and Apollo or other CRM systems.
- You are confident in your ability to build strong relationships at all levels of organisations both internally and externally.

### **What you will get in return**

- Competitive salary commensurate with experience
- Performance related bonus
- Vitality health insurance.
- Workplace pension with 3% company contribution
- 2 x base salary life insurance
- 28 days’ holiday plus public holidays.
- Ability to swap existing public holidays for celebrations or holidays of other religions.
- Continuous professional development linked to company objectives and personal goals, and £500 annual training allowance.
- Flexible work patterns and hybrid working
- Ability to work from anywhere in the world – 2 weeks per annum.
- Family friendly and compassionate leave policies
- Great design-led (dog friendly) office space in the heart of Shoreditch ([theofficegroup.com](http://theofficegroup.com))
- Free membership to on-site gym through Manor London ([mymanor.london](http://mymanor.london))
- Season ticket loans, cycle to work and personal tech schemes
- Wellbeing support programme
- End of quarter company celebrations and frequent team outings.

