

## Customer Success Team Leader £25k-£30k per annum (depending on experience)

### About us:

Locale is a multi-award winning, innovative, privately owned company that produces estate management portals for some of the UK's most prestigious property brands and iconic landmarks, such as The Shard and many other iconic buildings in the London skyline. We're reimagining how properties can be run using new technologies, doing away with outdated manual processes.

### About the Role:

The Customer Success Team Leader is the central point of contact for client queries including content management, training queries & functionality queries. The Customer Success team sets the standard of behaviour for customer engagement, playing a key customer advocacy role, developing and delivering services that support customer needs and inform IT services objectives. The team act as customer champions, offering specialist advice and support on IT related issues whilst providing customers with the best possible service and conveying a sincere willingness to help.

The Customer Success Team Leader is responsible for the effective delivery of a customer focussed, professional IT support service. The Customer Success Team Leader is expected to work effectively as part of a team, supported by Customer Success Executives. This is a fast paced and varied role, requiring excellent communication and customer service skills as well as a broad range of IT knowledge.

### Responsibilities include:

- Manage & develop team of Production and support Client Success team
- Ensure all projects are delivered on time, within scope
- Manage clients through Onboarding system, and make sure business relevant
- Collaborating and build strong relationships internally & externally
- Liase with Developers & Sales team for customer requirements
- Make sure accuracy is carried out throughout the team, with vital checks
- Take part in project testing prior to releases
- Identify, plan and lead projects
- Look at best practises, ensuring our offering is always up to date with regular checks
- Resolve escalations to the customer satisfaction
- Design, build and UAT portal builds
- Ensure support for queries via phone and email
- Monitoring and supervision of support staff, adhering to SLA's
- Diagnosing and rectifying technical problems and queries following first line fix criteria and where possible resolving at first call
- Provide applications and infrastructure support to our growing client base
- Drive customer engagement with Locale products
- Assist the Head of Client Success with leading & mentoring both teams through.
  - Regular 1-2-1's
  - Team meetings
  - Identifying strengths and developing opportunities

## Requirements:

- Good leadership skills, with previous experience
- Exceptional customer service and confident communication skills
- Ideally design and development experience
- Enthusiasm and willingness to learn
- Excellent teamwork skills
- Knowledge of MS Office
- Excellent written, typing and verbal skills
- Excellent organisational and mentoring skills
- Attitude of doing whatever it takes to get the job done (not a clock watcher)
- Attitude of constantly wanting to improve as IT is everchanging and new technologies emerge

## Benefits:

As well as engaging work and exciting long-term opportunities the company has a relaxed working environment, with a casual dress code, monthly staff socials (such as a trip to the circus, punting in Oxford, a round at the pub or movies nights with take away) and free beer Fridays. There are plenty of staples available like free breakfast cereal, soup for lunch, a well-stocked cookie jar and sweetie bowl (or fruit bowl if you'd prefer) and a bean to cup coffee machine (coffee is very important!). The company also offers full time employees a private health scheme through AXA PPP. Every year we also have a lavish Christmas dinner!

## Application:

Applications will be considered on a rolling basis. Locale is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of race, sex, disabilities, religion/beliefs, sexual orientation or age.

Please send your CV, along with a covering letter, to [recruitment@locale.co.uk](mailto:recruitment@locale.co.uk) telling us something interesting about yourself and explaining why you are the perfect fit for Locale.

***No canvassers or recruitment agencies please.***