

## Customer Success Manager

Up to £35,000.00 pa (depending on experience)

### THE OPPORTUNITY

This is an exciting and varied role in Locale's Customer Experience team that will see the successful candidate working in a newly created role to ensure our onboarding and customer engagement are managed to the highest standards. The successful candidate will be required to set up processes that will deliver customer value and engagement long term punctually. It is essential that the chosen candidate becomes an expert in our product as they will be required to provide training to all new customers as well as training new employees. Additionally, they will be expected to offer thoughtful consultancy advice as to how all customers can improve their current processes to ensure they get optimum results from our products and services and use it to its full potential.

### ABOUT LOCALE:

Locale is UK's leading provider of digital solutions across the real estate sector. Founded in 2005, we have combined our in-depth understanding of the property industry with state-of-the-art technology redefining:

- the way any real estate asset is **managed**
- the way in which real estate **engages** with its occupiers in a bid to create a cohesive community
- the way in which we **communicate** with stakeholders

Our longevity is sustained by our brand culture and core values, all centred on a people-driven approach. By prioritising the needs of our customers, and our relationships within the community, we have continually delivered a first-class experience with an ever-evolving group of products and services. Currently, the business comprises three key products:

- Locale – the portal
- Locale Life – an occupier engagement service
- Locale Look – visual communications service through digital signage

We consider our six core values that allow us, our customers, and the real estate industry to fearlessly pursue and inspire creativity, ambition, and passion for digital solutions towards a future that keeps people at its heart...

- Transparency
- Collaboration

- Innovation
- Customer commitment
- Health and wellbeing
- Diversity & Inclusivity

Boasting a national footprint, we work with some of the biggest names in the real estate sector and are proud to be delivering digital solutions to some of the most renowned buildings and communities including the Shard, Central London, Harbour Exchange in Docklands & Digbeth in Central Birmingham.

## KEY ROLES AND RESPONSIBILITIES

- Managing a team within Customer Success area and supporting within Customer Experience Group
- Onboarding customers successfully through the first 100 days and beyond
- Producing projects and training plans, identifying key deliverables, and agreeing KPI's & timescales for internal & external projects.
- Proactively managing customer expectations, during lifecycle and ensuring renewal of contracts.
- To be an expert on the Portal in order to demonstrate, setup and train customers in best practice use of the platform.
- Liaising with customers and internal teams to ensure on-time delivery of multi-team projects.
- Engaging with the client and internal sales representatives to understand the customer's business and clearly identify needs, pain points, and goals.
- Advising on benefits and efficiencies that can be gained when using the system to its full potential.
- Working with customers to document requirements and produce specifications where bespoke documents, reports or developments are required.
- Record progress, decisions, and issues accurately and in a timely fashion.
- Follow and contribute to the development on onboarding processes.
- To work closely supporting sales & marketing functions

## SKILLS & REQUIREMENTS

- Minimum of 2 years' experience team leader/management experience in a customer facing role.
- Minimum of 1 years' project management experience.
- Strong business acumen, problem solving and analytical skills.
- Excellent attention to detail, organised and task focussed with a methodical approach to work.
- Exceptional interpersonal and communication skills, both written and verbally.
- Experience in building strong rapport and relationships both internally and externally.
- Ability to work independently and manage multiple priorities.
- Self-motivated with the ability to handle a stretching and changeable workload.

- Ability to translate technical information to non-technical persons and functional requirements into technical specifications.
- Proactive team player with the ability to communicate and collaborate with customers and internal stakeholders of all levels.
- Maintaining accuracy and composure in pressured environments.
- Innovative and able to inspire customer loyalty, engagement and adoption.

## BENEFITS

Locale offers an engaging work environment in an industry with exciting long-term prospects.

Our annual employee engagement programme run by employee committee evolves constantly to offer activities and access to benefits we feel represent who we are as a company:

- 25 days holiday
- 'Dress for your day' in a relaxed open plan office
- Lunch & Learn sessions
- Monthly, quarterly and annual social events
- Pod coffee and tea making facilities with biscuits, a fruit bowl, and a sweet jar
- Soup and noodle lunches
- Private health insurance
- Cycle-to-work scheme
- Health Assured employee assistance programme (wellbeing)

## 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.*