

## Customer Success Manager

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Company: Aptem

Location: United Kingdom

Category: other-general

### Description

We are looking for a proactive, customer-centric Customer Success Manager, who will be the primary contact for a portfolio of our existing customers during their post-sales journey. The successful candidate will be responsible for maximising value realisation for customers in their portfolio, along with customer retention and growth.

Aptem is a rapidly growing remote-first start-up, so expect a dynamic and fluid environment, with all of the opportunities and challenges this entails. The CSM role will suit a proactive person who thrives on using their initiative and is comfortable with ambiguity. The right candidate will be outcome-focused and adept at managing their own time and priorities to work with impact. We are a remote-first company, and this role can either be a remote role based within the UK, or hybrid based in our London office.

### Main responsibilities

Primary post-sales contact and relationship owner for a portfolio of customers

Accountable for achieving customer outcomes and customer advocacy

Key role for ensuring customer retention and long-term relationship

Ensure customers see value in new products and services, leading upsell activities

Establish and maintain regular customer engagement

Build and maintain relationships across customer organisations with a mix of operational and strategic stakeholders

Drive product engagement and adoption, identifying and addressing any barriers to adoption within customer organisations, their clients, or their learners

Facilitate training for customers throughout their journey, ensuring that new and existing users remain up to date on product functionality and are capable of maximising the value they receive from Aptem

Work cross-functionally across the business to ensure all areas are working in support of our customers' desired outcomes

### **Desired skills and technical knowledge**

*Please note that we know the perfect candidate does not exist. Candidates are encouraged to apply even if they do not meet all the stated criteria.*

Prior experience in the apprenticeship delivery space, preferably in one or more of the following areas: learner facing/internal verification/funding/quality/operations

Experience working as a Customer Success Manager or Account Manager in a high-touch model, or extensive history in a customer facing role

A good understanding of technology, with the ability to learn and adapt quickly to new technologies and products

Prior experience working within a regulated or complex environment, such as Financial Services, Human Resources, or Government/Public sector

Experience working directly with customers and stakeholders at a variety of levels, up to and including C-Level

Customer Success accreditation

Excellent written and verbal communication skills, comfortable presenting and capable

of influencing internal and external stakeholders

An active listener, capable of getting to the root of a customer problem

Excellent problem solving skills

Willingness and ability to learn quickly

Highly organised; able to manage own workload and time, and work independently

## **Benefits**

25 days holiday (excl. bank holidays)

Additional day off on your birthday

Company pension scheme

Life insurance

Private health insurance with Aviva

Discounted gym membership

Retail and other discounts

Employee Assistance Programme

Learning and development budget

Regular paid social events throughout the year

Remote work / work from home opportunities

**Aptem are pioneers in developing technology solutions for the vocational training, further education and welfare to work sectors.**

Aptem's mission is to create innovations that unleash new levels of efficiency, productivity and personal growth – something that we have been achieving since 2009.

Our commitment to quality has been recognised time and again by our customers, award wins, ISO 9001 and ISO 27001 accreditations, and Cyber Essentials Plus certification.

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#### Cross References and Citations:

1. [Customer Success Manager Ophthalmologistjobs Jobs United Kingdom Ophthalmologistjobs ↗](#)
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