

United Kingdom Jobs Expertini®

Senior Customer Success Manager

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Company: Student Beans

Location: United Kingdom

Category: other-general

As a result of our incredible success and growth, we are looking for a Senior Customer Success Manager to join us.

Responsibilities include:

Line management of a team of Customer Success Managers conducting weekly 121's and ensuring the quality of their work.

Maintain strong relationships with assigned clients, acting as their primary point of contact.

Ensure that clients understand the value Student Beans is bringing to their business to increase renewals.

Utilise your knowledge to identify any brands which may be a churn risk and mitigate any issues.

Responsible for delivering monthly, quarterly and yearly reviews.

Ensuring customers have clear success plans.

Leveraging knowledge and client relationships to identify expansion opportunities for the Account Management team.

Requirements

A little bit about you...

We'd really like to hear from you, if you have...

Previous experience within a B2B Customer Success role.

Team management experience.

Comfortable with using data to make informed decisions.

Clear and effective communication, between stakeholders internally and externally.

Comfortable working to team targets and OKRs.

Strong commercial awareness.

Benefits

Life at Student Beans

Let's take a look at just a few things that make Student Beans an amazing place to work...

Competitive salary.

Unlimited holiday. We strongly believe in a healthy work life balance, so we don't cap the number of paid time off days you take. By doing this, we hope to help promote a sustainable way to work while maintaining your health and wellbeing.

Accredited 'Great Place To Work' company in three categories

Remote first working environment, meaning you're not obligated to come into the office, you can choose the environment you think you excel best in.

Flexi-time, including Flexi Friday which gives you the opportunity to finish at

Focus on welfare, including gym memberships, wellness challenges, mental health first aider and health cash plan.

Incredible partnership discounts for the biggest brands in the world. Google, Apple, Ted Baker, GymShark, Domino's and Uber to name a few!

Commitment to personal development and career growth. Think learning budgets, coaching workshops and progression plans.

£200 work from home set up allowance to put towards your home office.

Want to know more?

Check out our career site for everything you need to know about starting a career with Student Beans...

By submitting your application, you agree that Student Beans may collect your personal data for recruiting, global organisation planning, and related purposes. Our Applicant Privacy Notice explains what personal information and where we may process, our purposes for processing, and the rights you can exercise over Student Beans' use of your personal information.

#LI-JS1

#JS-Remote

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