



# Shape the success stories of tomorrow. Join our team.

**Role: Customer Success Team Lead**  
**Team | Reporting To: Delivery | Head of Delivery**  
**Location: London / Hybrid**  
**Type: Full time / Permanent**

## About us:

Formerly MyKindaFuture, Connectr is for businesses where people belong.

Connectr helps build a sense of belonging with all people, from candidates to employees, and creates a culture where everyone is included.

Through Connectr's products and services, we put the 'human' back in HR and deliver a new way to form human connections, turn D&I strategy into reality, and provide an engagement and mentoring platform that people love to use.

We are an award-winning, mission-locked company. We believe every person should have equal power and opportunity to shape their future, regardless of their background. Connectr works with over 40 employer partners, and last year supported over 40,000 people to take their next career steps.

Connectr champions an inclusive, respectful, and creative culture for our own people. We show care and candour in everything we do. We embrace new ideas, take calculated risks, communicate openly and proudly deliver our shared mission.

## About the role:

You will be a pioneer within Connectr, leading our software as a service delivery. Initially this will be through excellent delivery to clients as their *Customer Success / Support Manager* on a range of Connectr programmes. You will then support the Delivery Management Team to develop achievable scaling plans against our growth targets and build, manage and develop a high-performing *Customer Success / Support Team*.



## Key responsibilities:

- Acquiring and maintaining product knowledge and an understanding from a client and end user's perspective
- Deliver smooth, successful onboarding covering a mix of platform set up, client training and user engagement, with fast speed to value
- Maximise client experience and outcomes throughout their lifecycle ('campaign') ensuring high retention rates.
- Develop and drive initiatives that lead to increased adoption, engagement and outcomes from end users
- Maintain an excellent customer and campaign information suite: effectively using our CRM (Salesforce), product dashboards, campaign analytics (e.g. Google Analytics), and KPI and performance tracking.
- Proactively respond to this information and metadata, and product knowledge, to provide valuable insights to clients and best practice guidance to your reports and colleagues
- Excel at solving clients' issues, requiring in-depth knowledge of the product and advanced relationship management
- Work with Commercial team to identify upsell and cross-sell opportunities, and to ensure new sales are good-fit for client challenges
- Be a clear communication channel bringing feedback to the Product team and your product knowledge to colleagues and clients
- Be a senior member of the Delivery team, working with Head of Delivery and senior management across the company to establish our operations, ways of working and quality controls for client delivery.
- Develop best-fit systems and processes for customer success from existing tools, including customer onboarding and performance measurement.
- Collaborate with other departments such as Commercial, Finance, Product and Delivery to move us from a service-led to a product-led approach.
- As part of our scaling, develop a supporting people plan and successfully hire and induct new customer success staff.
- Embed a data-driven culture within the team focused on optimising metrics and outcomes.
- Support and motivate that team in delivering against targets for retention, onboarding, customer happiness, and efficiency.

## Skills/Experience:

- Proven experience of leading or establishing a customer support function in a SaaS or digital delivery organisation.
- Experience of developing and implementing new ways of working
- Experience setting up performance measurement systems and processes
- Client service management experience, including high value and strategically important clients



- A track record of successful delivery against SLAs and client KPIs
- Ability to analyse data, develop reports and improve data collection methods.
- Excellent communication and interpersonal skills
- Excellent organisational skills and ability to manage a broad portfolio
- Ability to explain complex or technical information to a non-expert audience
- Confidence with critical business information to inform reports e.g. delivered margin, client retention rates
- A self-starter, excited by the ability to launch a role and build a team below you
- Tech-savvy (specialist skills e.g. programming not required)
- Resilience and self-motivation
- Problem solver
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### Your benefits:

- Internal mentoring scheme and career development
- Volunteer days and ways to give back to our communities
- Flexible and remote working
- Reduced summer hours
- Enhanced maternity cover and paternity leave
- Wellbeing allowance, including an Airbnb wellbeing mini-break twice a year
- Competitive salary and annual review
- Company share options
- Casual office dress
- Christmas and summer team parties

Want to join us? Let's chat! [careers@connectr.com](mailto:careers@connectr.com)

### Information Security:

Ensure compliance of your team to all rules, policies, and regulations at Connectr including HR policies, D&I best practice and information security and data privacy guidelines.

All positions at Connectr hold responsibility for being up to date and in adherence to information security training, guidance and policies provided by Connectr on information security, including GDPR.

### Connectr's commitment:

Connectr is committed to creating an inclusive environment and is proud to be an equal opportunity employer. We believe that diverse companies are more innovative and better positioned to succeed. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

