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| Role Title | Client Success Executive |
| Reports to | Senior Client Services Manager |
| No. of direct reports | 0 |
| Full / Part Time | Full time |
| Grade | N/A |
| Location | Brighton, UK |
| Created/Updated by | Adam Parsons |
| Created/Updated on | June 19 |

*Everything we do contributes to achieving our purpose:
Helping people, organisations and economies develop their skills for growth. This
purpose drives everything we do.*

Our values

Our values **Imagination**, **Integrity** and **Leadership** are core to everything we do. To be successful in your role here at the City & Guilds Group, it's important that your values align with ours.

Your mission

The Client Success Executive is part of Kineo's EMEA Client Services ("CS") Team, and is responsible for ensuring the success of corporate clients' global training and learning solutions. The CS Team also supports other internal areas of the business, across a variety of products and systems.

The Client Success Executive ensures the needs of clients are understood, documented, and fulfilled to agreed standards. They work alongside the Client Services Managers to build long-lasting, successful relationships, with a focus on customer experience (CX), retention and profitability.

What you'll be doing

- Manage a portfolio of clients, in the context of Kineo's Client Services Team
- Ensure all deliverables are deemed 'fit for purpose' before transition into Early Life Support ("ELS"), with sufficient accompanying documentation
- Ensure all aspects of ongoing service are aligned with agreed specifications, SLAs, and expectations of Kineo's Senior Client Services Manager and Service Delivery Manager
- Proactively support Client Services Managers ("CSMs") in administering and maintaining client relationships, ensuring ongoing satisfaction through regular communication and reviews
- Provide a seamless customer experience through proactive collaboration with third-parties and other teams in the wider global business.

- Provide training to clients assigned to you, as required, covering key products systems and processes
- Provide administrative support to the Client Services team, as required
- Proactively escalate any client concerns and non-standard requests, as necessary
- Monitor product renewal cycles and ensure timely invoicing, for all assigned clients
- Maintain accurate, up-to-date records of all account data, for all assigned clients

How success will be measured

- Appropriate documentation in place for all assigned products and clients
- Client product knowledge attained through training
- Client satisfaction
- Process improvements identified where necessary

What we're looking for

We can't live without...

Skills and abilities

- Excellent written and verbal communication, able to liaise confidently with people at all levels
- Excellent interpersonal skills
- Intelligent approach to identifying and solving problems, with a proactive, tenacious, can-do attitude and ability to think laterally
- Ability to plan and prioritise with a focus on deadlines
- Ability to remain calm under pressure
- Ability to handle several threads of work simultaneously
- Ability to apply accuracy and attention to detail at all times
- General aptitude in using Microsoft Office applications

Knowledge

- Interest in technology, particularly online software systems
- Good commercial awareness
- Basic accounting and data analysis principles

We would love you to have...

- Experience of organising and coordinating business processes, activities and administrative tasks
- Experience of liaising with customers
- Experience of 'reporting outwards and upwards'
- Experience of working in a commercial environment
- Experience of working in a digital environment
- Experience of managing personal workload in a busy, client-focused, multidisciplinary team

The way we work here

Confident (Leadership)

- Motivated to get things done and make them better
- Pro-active in taking on what needs to be done and using their initiative
- Acts on self-belief
- Passionate in the way they appear to clients, suppliers and colleagues
- Confident in themselves and the organisation

- ... and not annoyingly pushy in how they work with colleagues

Curious (Imagination)

- A creative problem solver who brings new ideas
- Finds new ways of overcoming obstacles
- An open mind that feeds their curiosity
- Keen to learn
- Challenges the current way of doing things
- ... and not afraid to do it the same way as last time if that is what is needed

Collaborative (Integrity)

- A team player who enjoys being part of the team, supporting and leading as needed
- Shares knowledge and expertise
- A relationship builder
- Acknowledges everyone's contribution
- ... and is able to work alone when required

Compassionate (Integrity)

- Thoughtful, compassionate and understanding in their dealings with people
- Self-aware and aware of their impact on others - emotional intelligence
- Enjoys a sense of humour and knows when to use it
- ... and not afraid to say "no" and explain why

Resilient (Leadership)

- Works well with change and ambiguity
- Confident in the face of push back from others
- Overcomes challenges
- Doesn't lose sight of delivering even when under pressure
- ... and is supported fully

Trusted (Integrity)

- Goes the extra mile for internal colleagues and external customers
- Connects to our purpose
- Delivers great work
- Takes ownership, accountability and action
- Works in an ethical way
- Is authentic
- ...and this is the way we work here!

Your career with the City & Guilds Group

The Client Services Executive has opportunity to progress towards the position of Client Services Manager. With aptitude and study there is also potential to progress into a technical role such as Application Engineer, or to other functions such as Learning Platforms, Learning Content or Infrastructure. There is also the potential to progress into operations-focused roles e.g. within the Operations team. Alternatively, the CS Co-ordinator has potential to progress into other areas such as Sales and Bids, Marketing, or areas within the wider City & Guilds Group.