



JOB DESCRIPTION

Customer Success Lead

Reports to: Head of Client Business - EMEA

Team: Sales

Location: London/US

We are Circus Street.

Circus Street is the only specialist provider of online training in digital skills, specifically designed for global enterprises.

We know that digital skills are crucial in modernising enterprises, and we partner with clients to deliver learning linked to specific business goals: working together, this focused approach drives impressive business results.

Our exceptionally engaging training covers topics from eCommerce and data analytics to digital marketing to help teams understand how technology is changing the relationship between businesses and their customers. Alongside this, we have an award winning culture offering a range of personal benefits from creative leave days to our exceptional personalised wellness offering - but don't take our word for it! Check out our video here <https://vimeo.com/195957703>.

We work with more than 200 'Fortune 500' brands around the world, to populations ranging from 100-100,000+ users. Come and join us...

Job Purpose

As a Customer Success Lead with Circus Street you are seen, both internally and externally, as the authority on how best to run a Circus Street programme that will lead to renewal and growth.

You will oversee 20-30 accounts that will sit within a team of Account Directors, Managers and Executives. You will lead on the engagement strategies of these accounts, with the Account Managers serving as the clients day-to-day contact. Your experience in previous customer success roles will be crucial in bringing new processes and disciplines to our teams and clients.

Key Responsibilities

Client and Programme Management

- Overall responsibility for programme delivery for all clients in patch
- Ensure account managers and executives deliver world-class service to clients
- Lead onboarding of new Circus Street clients ensuring they are launched with impact
- Develop outstanding client relationships with key stakeholders and throughout the organisations. Work closely with Account Directors to map and establish the senior client stakeholder relationships
- Oversee the creation and delivery of communication plans to ensure high levels of engagement with the Circus Street platform once a programme has been launched
- Accountable for all client reporting, ensuring it is delivered from the data team to clients efficiently w/ insights and recommended actions
- Lead on client QBRs and programme reviews that tie back to programme KPIs and client business objectives
- Work with Account Managers to gather regular, effective and relevant feedback to help provide ROI and secure renewals
- Share and collaborate with all relevant internal departments
- Deliver timely and effective client entertainment plans
- Be an excellent communicator with your clients, within the account management team, upwards to senior management, and across the wider business
- Understand the digital landscape - be able to talk to clients with authority around Circus Street lessons and the training that we provide
- Be able to confidently discuss your clients' key digital objectives, skills gaps and program goals (Many of these clients will be FMCG, Retail or Pharma)

Commercial

- Deliver on revenue targets for your client group via renewals or upselling
- Ensure all programmes that you manage become case studies for the Account Directors and New Business teams to use for growth
- Identify areas for growth across additional teams globally. Surface the relevant contacts which allow those opportunities to come to fruition
- Support the Account Director to identify potential revenue shortfalls and provide contingency plans as to how to fill those gaps

- Be creative in problem solving for your client base and in delivering new ideas and opportunities for growth

The Circus Street Mindset:

- **Empowerment** - Solving difficult challenges, embracing ownership.
- **Self-Awareness** - Making positive behavioural change, moving towards higher personal success.
- **Optimism** - The way in which we approach a challenge, determines the experience and outcome.

Education and Experience

- 5+ years experience in customer success or account management
- Ability to gain access and engage credibly with senior decision makers within our accounts
- A consistent track record of meeting and exceeding goals
- Strong interpersonal communication skills and drive, with the ability to persuade and inspire
- Exceptional presentation skills
- Advanced knowledge of relevant computer applications and Salesforce
- An ability to work to tight deadlines with great attention to detail
- High degree of self-motivation, as well as being a positive team player
- Excellent time management

Sounds great doesn't it? And in return we offer...

- Private Healthcare for everyone upon joining us
- Dedicated Wellness Manager to help you achieve an optimal state of health and wellbeing
- 6 Personal Development Days per year
- 6 Volunteering Days per year
- Competitive salary
- Working from home (subject to internal guidelines)
- 25 days annual leave per year with an additional duvet day
- 4pm Friday finish
- Company Pension Scheme
- Variety of clubs and activities (incl Run Club, Herb Growing, Candle Making to name a few)

- Life Celebrations: Birthdays, Weddings, Baby Showers - we love to celebrate them!
- Cycle to Work Scheme. Up to the value of £1,000 (available upon successful completion of probation period)
- Diversity and Inclusion Committee: you can choose to attend events and learn about a range of topics from Faith, Gender Equality, Racial Equity, LGBTQIIA+ and neurodiversity.
- Access to 'Headspace' the meditation app and 'House of Wellbeing' MindTalks to keep you psychologically fit.
- Weekly CBT Sessions with our in-house Therapist.
- Access to our in-house Registered Nutritional Therapist.
- CS Benefit Hub. A place for you to access a huge variety of retail and leisure discounts and access cashback deals from tech giants and wellbeing providers.
- Eyecare and ergonomic check ins.

We're also proud to be recognised in 2021 as one of London's Top 50 Mid Sized Companies to work for. Get in touch to find out more.

