

**QA**

**JOB  
DESCRIPTION**



<b>1. JOB SPECIFICS</b>	
<b>Job Title:</b>	CS4 - Senior Customer Success Specialist
<b>Reports to:</b>	
<b>Location:</b>	
<b>Department:</b>	Customer Success - Sales

<b>2. ABOUT THE ROLE</b>	
<b>What you'll be doing?</b>	Acting as first point of contact and providing high quality support to specified clients your focus will be to co-ordinate internal resources to ensure key projects are developed and delivered in line with required learning outcomes and in accordance with contract terms.
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Create and maintain project plans and track progress to ensure successful delivery of projects</li> <li>• Liaise internally with colleagues to ensure all quality standards are achieved</li> <li>• Maintain strong relationships with members of the client team</li> <li>• Interrogate relevant systems to produce insightful reports for clients to support the management of their programmes and events</li> <li>• Raise issues that risk project delivery and/or agreed costs and timescales</li> <li>• Escalate risks to ensure appropriate action is taken to mitigate them</li> <li>• Deliver high levels of customer service to assist the wider sales team in developing strategic client relationships</li> </ul>
<b>KPIs &amp; SLAs</b>	You will be measured on completion of tasks/objectives in-line with agreed SLA's/KPI's as well as your positive impact on customer service to internal and external stakeholders
<b>Key Working Relationships</b>	Sales, Scheduling, Finance and Delivery teams MLS and Partner Solutions, Digital solutions

<b>3. ABOUT YOU</b>	
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to build rapport across a range of client personalities</li> </ul>

	<ul style="list-style-type: none"> <li>• Comfortable working independently in a high pressure environment whilst maintaining a professional approach</li> <li>• Strong organisational skills with ability to prioritise effectively</li> <li>• Effective verbal and written communication style</li> <li>• Breaks problems into manageable pieces and understands the barriers to overcoming them</li> <li>• Strong team player who enjoys collaborating to jointly achieve success</li> <li>• Strong attention to detail and quality, whilst multi-tasking effectively</li> <li>• Strong data interpretation capability</li> </ul>
<p><b>Your Experience</b></p>	<ul style="list-style-type: none"> <li>• Track record of successfully delivering small projects and/or events</li> <li>• Experience within a highly client-centric environment, servicing a wide range of offerings</li> <li>• Working to tight deadlines where high levels of accuracy are required</li> <li>• Experience of implementing improvements to business process</li> <li>• Experience of resolving or offering solutions to more complex queries</li> <li>• IT savvy and competent with excel (vlook up, pivot tables)</li> </ul>
<p><b>Your Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Understands that value of putting the client’s needs at the centre of decision-making</li> <li>• Understanding of key project management principles</li> <li>• Awareness of a wide range of QA offerings</li> </ul>
<p><b>Your Qualifications</b></p>	<p>Ideally you will be educated to Degree level or equivalent or have experience in a similar sales role that would reflect degree level qualification</p>
<p><b>What you’ll bring to QA</b></p>	<ul style="list-style-type: none"> <li>• Tenacious in approach whilst able to remain professional</li> <li>• High level of resilience with a calm approach when faced with challenges</li> <li>• Strong desire/motivation to achieve goals and develop own career</li> <li>• Great team player and able to form strong internal relationships</li> <li>• Desire to share personal expertise with others and improve business processes</li> <li>• Able to travel - essential</li> <li>• Driving licence with own car is desirable</li> </ul>

	<ul style="list-style-type: none"><li>• Willingness to undertake DBS, BPSS, SC, DV, Disclosure Scotland or similar if required for the role</li></ul>
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## 4. ABOUT QA

<p><b>About us</b></p>	<p>We shape the next generation of technologists, leaders and innovators.</p> <p>By powering potential – the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p><b>Why we do learning</b></p> <p>For over 30 years, we’ve worked in technology – where the impact of great learning is changing the world.</p> <p>A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries – they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.</p> <p>Driving this revolution? People.</p> <p>And this is where we come in.</p> <p>People advancing their knowledge in technology – to enrich society – build a new culture – better how we live our lives, and how we work together.</p> <p>People are learning to use technology to drive phenomenal change. This is our passion – powering their potential.</p>
<p><b>We promise to be</b></p>	<p><b>Bold</b></p> <ul style="list-style-type: none"> <li>○ Ambition is great. We set ambitious targets – holding ourselves and others to ever-higher standards.</li> <li>○ We contribute (insightfully) to the debate inside and outside QA.</li> <li>○ We move. Quickly. We respond to your needs – fast.</li> </ul> <p><b>Collaborative</b></p> <ul style="list-style-type: none"> <li>○ We spend time getting to know you – our learners and our customers – to earn your trust.</li> <li>○ We connect a solution to your problem – we have tonnes of different services to help you.</li> <li>○ We’re the positive person who actively gets stuck in to solving problems.</li> </ul> <p><b>Progressive</b></p> <ul style="list-style-type: none"> <li>○ We embrace change – and support it.</li> <li>○ We challenge ourselves to use the latest technologies and methods – no matter how out there.</li> <li>○ We’re curious – about what you do, about what the person next to you does, about our customers and our learners.</li> </ul>

<p><b>What's on offer?</b></p> <p>[please adjust according to the specific benefits offered for this position]</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 <b>Training Days</b> every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid <b>Charity Days</b> each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives – you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous <b>25 days' holiday</b> per annum (rising to 28 days after 5 years) – with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution <b>pension</b> plan and will match your contributions up to a maximum of <b>X%</b> of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by <b>Life Assurance</b> (4x your basic salary) and <b>Permanent Health Insurance</b> (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> <li>○ Season ticket loan</li> <li>○ Corporate gym membership</li> <li>○ Cycle to work scheme</li> </ul>
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