



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	CS5 - Customer Success Manager
Reports to:	Senior Service Operations Manager
Location:	Home Based/Client Site
Department:	Operations

2. ABOUT THE ROLE	
What you'll be doing?	You will act as the trusted advisor and first point of contact, providing high quality support to QA's largest customers, driving service excellence across learning and apprenticeships. Your focus will be to represent your customer's voice to internal and external resources ensuring significant projects and learning programmes are developed in line with required learning outcomes and in accordance with customer talent strategies
Key Responsibilities	<p>To be a visible and trusted advisor within the customer organisation, developing and maintaining strong relationships with senior stakeholders within our customer partnership</p> <p>Acting as a main pivot point within QA to create integrated working within multiple service lines</p> <p>To setup and lead regular service reviews with your customers. Agree and deliver any further regular communications and reports required</p> <p>Create and maintain project plans and track progress to ensure successful delivery of projects and programmes</p> <p>Liaise internally with colleagues to ensure all milestones and quality standards are achieved</p> <p>Proactively identify and raise issues that risk project delivery and/or agreed costs and timescales</p> <p>Develop solutions to risks or escalate as necessary to ensure appropriate action is taken to mitigate them</p> <p>Monitor project and programme outcomes in order to capture evidence of successful learning</p> <p>Initiate and drive process improvements</p>

	<p>Deliver high levels of customer service to assist the wider sales team in developing strategic customer relationships</p> <p>Develop and mentor new and existing team members</p>
KPIs & SLAs	<p>Measured on team's 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</p>
Key Working Relationships	<p>Customer Organisation, Sales, Operations, Delivery, Finance</p>

3. ABOUT YOU

Skills & Abilities	<p>Core</p> <p>Integrity - 2</p> <p>Accountability - 2</p> <p>Communication - 3</p> <p>Adaptability - 2</p> <p>Initiative - 2</p> <p>Role Specific</p> <p>Results Driven - 2</p> <p>Customer Focus - 2</p> <p>Resilience - 2</p> <p>Influence & Persuasion - 2</p> <p>Mentoring & Coaching - 2</p> <p>Leading Others - 2</p>
Your Experience	<p>Track record of successfully delivering projects and learning programmes</p> <p>Experience within a highly client-centric environment, servicing a wide range of offerings</p> <p>Working to tight deadlines where high levels of accuracy are required</p> <p>Experience of resolving or offering solutions to a range of queries and problems</p> <p>IT savvy and competent with excel to Intermediate standard</p>
Your Knowledge	<p>Understanding of influencing techniques</p> <p>Knowledge of the end to end project delivery cycle</p> <p>Broad appreciation of QA offerings</p>

	Good understanding of contemporary learning styles and approaches
Your Qualifications	Ideally you will be educated to Degree level or equivalent or have experience in a similar service role
What you'll bring to QA	<p>Tenacious in approach whilst able to remain professional</p> <p>High level of resilience with a calm approach</p> <p>Able to travel - essential</p> <p>Driving licence with own car - essential</p> <p>Willingness to undertake DBS, BPSS, SC, DV, Disclosure Scotland or similar if required for the role</p>