

<b>Job title:</b>	Customer success manager
<b>Department:</b>	Membership & business development
<b>Reports to:</b>	Partnership manager
<b>Management of:</b>	None
<b>Location:</b>	Flexible
<b>Grade:</b>	P2
<b>Date prepared:</b>	May 2022
<b>Job Purpose:</b> <ol style="list-style-type: none"> <li>1. Ensure customers receive the very “best in class” service resulting in high customer retention rates, increased overall satisfaction and increase customer spend across CIH</li> <li>2. Manage and ensure contractual commitments are delivered for customers who sit in our high/medium customer segment</li> <li>3. Ensure retention and growth in membership renewals for corporate memberships</li> <li>4. Proactively work with customers to understand their businesses to provide tailored commercial solutions utilising CIH products</li> <li>5. Collaborate and work with a variety of internal CIH teams to ensure any proposals presented or products/services are delivered as per the contract and within the timescales agreed</li> </ol>	
<b>Key responsibilities:</b> <ol style="list-style-type: none"> <li>1. Day-to-day responsibility providing excellent customer service to high/medium spend organisations with regular customer service update meetings</li> <li>2. Develop and deliver corporate partner engagement plans which deliver added value for customers and bring market intelligence and insight back to CIH</li> <li>3. Successfully achieve consultative sales with existing partners across a range of CIH products and services using cross selling and upselling techniques</li> <li>4. Based on a range of key performance metrics, take responsibility for developing sustainable relationships across customer organisations</li> <li>5. Secure an in depth knowledge and understanding of CIH product and services to present features and benefits, and actively keep up to date with developments and changes to the product portfolio</li> <li>6. Communicate across the CIH organisation all relevant customer feedback to help inform product development and enable improvement of products and services</li> <li>7. To ensure all customer activities are logged on the CRM system with any follow up from appointments to be actioned in a timely manner</li> <li>8. To liaise with and support the head of partnerships and memberships and the partnership manager to ensure the ability to deliver against the agreed contractual responsibilities for each product and service selected by the customer</li> <li>9. Professionally represent and adhere to the values of CIH with internal colleagues and across all customer interactions</li> </ol>	

**Knowledge and experience (e=essential, d= desirable)**

1. Experience working within a customer centric model (e)
2. Minimum 3 years B2B consultative sales experience (e)
3. Business development and/or account management experience (e)
4. Housing sector and/or Local Authority knowledge (e)
5. Working within a membership organisation selling annual subscription services (d)

**Skills**

1. Ability to manage multiple customer activities
2. Exceptional time management and organisational skills are essential
3. Ability to build a strong connection with customers leading to lasting relationships
4. Ability to communicate effectively across internal teams at all levels of the business
5. Ability to ask for and understand customer objectives and present suitable CIH products and added value to meet customer needs
6. Ability to secure, lead and take ownership of customer meetings with decision makers generally sitting at senior management level
7. Self motivated and can demonstrate energetic “can do” attitude to assist the Partnership manager to achieve sales targets
8. Can demonstrate consultative sales and overall sales successes
9. Ability to independently and confidently present to large groups of people
10. Excellent interpersonal skills including relationship building, negotiation and customer complaint handling
11. Financially astute and capable of understanding sales targets
12. Conversant with CRM systems

**Other information:**

Any additional information which relates to the role not covered elsewhere. Things that may go in here include:

- Working from home or based at any CIH office including: Coventry (HQ), Belfast, Cardiff, Edinburgh or London