

Head of Customer Success

LOCATION: London, full time.

CHANGING ASSESSMENT FOR GOOD

Sova is passionate about making a difference. We design precise assessments, making no compromise when it comes to efficiency, candidate experience and effectiveness – and we do that by harnessing the expertise of our team and the latest digital technology. Every member of our team contributes to our success and no matter what our area of expertise, we are unified in our commitment to changing assessment for good and making a difference to our clients.

THE ROLE

The Customer Success Team at Sova is the bridge between sales and customer success. They provide support for transitioning prospects into active users, often acting as a go-between with other departments at Sova, such as Marketing, Customer Support, Sales or Product Management.

Customer Success team members at Sova are a strategic and supportive partner for our customers focused on building loyalty to ensure long-term client retention by presenting product information, addressing customer issues and helping the sales team with upsells and renewals. They are the primary contact for customers throughout the lifespan of the account.

WHAT TO EXPECT FROM THE ROLE?

Reporting into the GM for EMEA, this is a Player/Manager role, so we are looking for a Head of Customer Success who can both manage a small team of 2-3 CSM's and provide ongoing support to our clients, ensure the platform delivers value to them, and builds a long-standing relationship with the client and users. The candidate should be able to contribute to building relationships, support the success of new implementations to increase the business' revenue potential and minimise churn rates as well as be able to manage, motivate and lead a team.

Responsibilities include supporting customers as they transition from sales prospects, building close relationships that last a client lifetime, acting as both a Sova expert and their trusted partner and managing the renewal process.

Ultimately, you will work directly with your team members and with clients to help solve their problems and ensure their satisfaction while they are an active account with us. You will also work closely with other employees to ensure customer questions and concerns are addressed in a timely manner.

- Achieve client retention goals (subscription renewals) – team and personal goals
- Minimise churn and contraction on subscriptions – team and personal goals
- Manage the renewal contracting and invoicing process
- Assist customers with adoption and navigating the Sova platform
- Promote the value of the Sova product
- Embed the product within the client, to help them gain full value and become ‘sticky’ with us
- Look for Upsell opportunities for the Sales team
- Work closely with Customer Support, Product and Engineering to bring the best solutions and resolutions to clients
- Promote value through an excellent customer success experience
- Assist in creating training and educational materials
- Join and take part in Client workshops around innovation and adding value
- Review and work to resolve any customer complaints and concerns and seek to improve the customer experience
- Organising and running quarterly QBR’s with clients
- Understand the Sova platform and capability and be technically savvy on the platform (front and back end)
- Understand the unique client use-cases to an in-depth degree to best serve the client
- Sustaining business growth and profitability by maximizing by ensuring Renewals are maintained at no less than 90%
- Ensuring clients are happy with our platform and it delivers the best possible value for them
- Analysing customer data to improve customer experience
- Holding product demonstrations for customers
- Delivering training to customers to ensure platform adoption is high
- Resolving issues for clients through working closely with Customer Support
- Operate as the Client’s expert and trusted advisor

Achieve operational excellence

- Function as the voice of the customer and provide internal feedback on how Sova can better serve our customers.
- Enhance the effectiveness and efficiencies of processes and systems.
- Consider how the CS team can operate as efficiently as possible
- Manage, recruit and develop Customer Success Managers to support business growth.

WHO ARE WE LOOKING FOR?

- Proven work experience as a Customer Success Manager, as a Customer Success leader or similar role
- Ability to manage and develop people in the team and keep the team striving for success and optimal performance
- Experience working in recruitment tech and promoting value through customer experience
- Exceptional ability to communicate and foster positive business relationships
- Technical skills required, as they relate to the use of the product or service
- Accountability and personal organisation are essential
- Experience in managing a diverse group of clients and training each according to company standards
- A can-do attitude to and strong desire to support clients for positive outcomes
- Must have a thirst for knowledge, the ability to learn quickly and easily grasp new software applications. They should also be able to communicate clearly with customers to create strategies that grow our customer base.

WHATS LIFE LIKE AT SOVA?

As a Sova team member, your part of a close-knit group, transforming the world of talent assessment. We recognize that the sum of the team is greater than its parts, so we want people who work well as part of a team and who see shared goals as more important than their own.

We're serious about work/life balance. Our team works hard, and we know everyone needs room for family, friends, and other interests. At Sova, you'll encounter a nurturing culture that promotes professional and personal growth.

We believe in our values, and you can expect us to drive these through our work and commitment to you.

MORE OF WHAT TO EXPECT FROM US

- Competitive salary and bonus structure
- Competitive paid time off allowance
- Healthcare

- A fun environment, working with talented individuals
- Being part of a globally expanding company, backed by committed and successful investors

HOW TO APPLY

Please contact chris.watkins@sovaassessment.com for a transparent conversation about our exciting growth plans