



Role Profile Customer Success Manager

Job Specifics	
Job Title:	Customer Success Manager
Reports to:	Customer Success Lead
Location:	Hybrid/Customer Site/QA Sites

About the Role	
QA Group	QA believes the future belongs to organisations that are able to learn, master and apply new skills at speed and scale, combining the power of human and machine intelligence. QA delivers tech learning solutions for cutting-edge skills development, flexible training options, and expert-led courses to drive innovation. We do this across 4 modalities, Apprenticeships, Instructor-led training, self-paced training and hands-on labs.
Job Purpose	The Customer Success Manager will have a commercial and strategic mindset and will support with driving the success of a portfolio of high complexity clients. You will be the operational owner of strategic client accounts and will be responsible for understanding their goals and requirements, delivering value in collaboration with the sales team. As part of this you will take ownership and responsibility of contract management and retention, alongside supporting the sales team to meet revenue targets. This will include being curious about our clients' needs and objectives and how we can solve for these across the QA product portfolio and in doing so you will embed yourself as an extension of the customers team as a trusted advisor to drive continued value of our products and services. This will include working with many senior level partners, so you will need to demonstrate ability to lead, consult and advise clients on best practice. This involves proactive risk management, process improvement and collaboration across departments to deliver exceptional customer service and maintain strong internal and external partnerships. Your role will involve representing the customer's voice internally, collaborating across multiple service lines, and driving service excellence aligned with customer talent strategies.
A Day In The Life	This role will be fast-paced, outcome led. Your day to day will include multiple competing priorities including (but not limited to): Commerciality - You will be required to orchestrate overall relationships with assigned strategic customers, which will include growing adoption, ensuring retention, and optimising client sentiment. - You will be required to understand customers' business value drivers, success criteria, and KPIs to develop success plans. Customer Relationship & Contract Management - Act as a senior member of Customer Success, ensuring you deliver an exceptional customer experience and strong customer outcomes.

	• Develop and maintain strong relationships with senior stakeholders within the customer organisation, acting as a visible and trusted advisor. • Drive growth, contract performance and retention across your portfolio, owning and reviewing contract commitments and KPIs, ensuring compliance and performance standards are met. • Translate customer health and performance metrics into insights in appropriate forums with your customers. • Proactively identify and address risks to retention and project delivery, escalating issues as necessary to ensure timely resolution. • Provide operational context to lead customer conversations, clarifying requirements, expected outcomes, performance measures and areas for optimisation. Collaboration & Integration • Act as a central point of contact within QA, fostering integrated working across multiple service lines to meet customer needs. • Have and continually develop an expert knowledge of QA operating model and customer commitments, ensuring the ongoing maintenance and protection of these arrangements. • Collaborate with internal teams to ensure that all milestones and quality standards are achieved in programme delivery. Continuous Improvement & Insights • You will need to demonstrate an analytical and creative mindset to finding solutions that drive success and high engagement rates across our client base. • You will optimise effectiveness leveraging insights to proactively measure, monitor and predict client behaviour. • Initiate and drive process improvements to enhance service delivery and operational efficiency. • Monitor and report on customer contracts, project and programme outcomes, capturing evidence of measurable outcomes that prove ROI and identifying areas for improvement. Team Mentoring & Development • Support the development and mentoring of new and existing team members, fostering a culture of continuous improvement and high performance. • Provide guidance and support to team members, ensuring alignment with organisational goals and customer expectations. Your Approach • Escalate significant risks to relevant individuals, ensuring appropriate actions are taken. • Plan and organise your workload, ensuring all related activities are well-coordinated.
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About you	
Your Competencies You're good at:	• Leading cross-functional activities with confidence and accuracy.

	• A confident communicator able to inspire commitment, build consensus, and secure buy-in from colleagues and operational stakeholders. • A strong customer advocate with the ability and willingness to lead customer relationships and work with them to find solutions to solve business challenges • A collaborative operator who works seamlessly across teams to deliver shared goals, driving structured progress across multiple concurrent workstreams. • A customer-focused professional who represents QA with credibility, building trusted relationships as an operational partner.
Your Experience:	• Experience delivering results in customer-facing environments, ensuring strong client and learner experience • Proven track record or working with customers in a similar role e.g. Account Management, Service Delivery, Customer Success and Sales operations. • Working for the benefit of the customer, whilst balancing the needs of cross-functional teams with differing priorities • Applying strong analytical and problem-solving capability in complex environments.