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| **Job Title** | Head of Customer Success | **Job Family** | Commercial |
| **Grade** | N/A | **Reports to** | Customer Success Director |
| **Location** | Home based | **Team Size** | N/A |

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| About the role: |
| Section 1  Here at Zellis, our customers are assigned a dedicated Customer Success Manager to ensure they have a fantastic experience working with us and to enable maximum return on investment. Our CSMs work with their portfolio of customers to understand what’s important to them, what value looks like for them and how we can ensure they deliver against their long-term strategic objectives. CSMs are one of the key conduits between the customer and the wider Zellis business. Reducing the number of contact points and having someone dedicated to delivering success is one of the best things about working with Zellis- this is what our customers regularly tell us throughout our Net Promoter Score cycle.  The Head of Customer Success will have two key responsibilities-   1. To manage their own portfolio of customers to the KPIs as set by the Director in line with business objectives. This will include building unbreakable relationships within their customer base, being comfortable engaging with a variety of stakeholders through to C-suite. They will need to be able to take a customer’s desired business outcome and understand how to articulate the picture of success, including all of the steps to achieving this, and work with all stakeholders as required (internal and external) to ensure that these outcomes are delivered. 2. Being part of a team of highly accountable, high-performing CSMs, benchmarking against the team’s achievement ensuring that business objectives for their own portfolio of customers are delivered. It will also require involvement in Leadership meetings, working with the Director to agree and set the strategy each financial year, coupled with the ability to challenge and think outside of the box, finding new and sometimes untested solutions to problems.   It is imperative that the individual is a strong team player and always operates with not only the teams’, but the businesses outcomes in mind. The ability to prioritise competing priorities is a must as there’s never a dull moment and you will ensure you keep up to date on all current customer-focused requirements, helping you to bring suggestions for improvement to the business. Utilising your excellent relationship-building skills underpinned by commercial awareness, you will ensure that the team you are responsible are given the tools to deliver success, resulting in our customers achieving ROI.  Section 2  Engagement – Insights – Growth– **Ireland** – Services -Onboarding  These are the main strategic pillars that exist within the Customer Success team today. As the Head of Customer Success (Ireland), the substantive part of your role will involve what is outlined in section 1, with your primary responsibility being success across our Ireland portfolio which covers both Strategic SaaS customers and Managed Services. Working with the Director of Customer Success, you will inform the way we think about and engage with customers across ROI and work very closely with the Commercial Account Management team to ensure that collectively you are speer-heading the changes in our GTM strategy to ensure successful outcomes. Working closely with in-country Sales and Marketing stakeholders, you will collaborate to ensure that as a team we deliver business outcomes for our customers and in turn, are successful in our own right.  This role requires a strong contributor- someone with excellent relationship building skills who isn’t afraid to have the difficult conversations in order to drive positive long-term outcomes. They need to be commercially astute and work symbiotically with the Account Management team to ensure any commercial opportunities are maximised whilst delighting customers the process. As the Voice of the Customer they will have to have confidence of conviction and collaborate with all internal stakeholders to ensure that we put the customer at the heart of what we do and seek to remove any friction that they experience.  The ideal person will be responsible for translating the current Customer Success methodology into the ROI market, holding all Strategic relationships through to small/medium customers, with the ability to effectively manage their time and act accordingly given the breadth and size variance within their customer base. They will have to prioritise to ensure maximum output for all customers as appropriate and be someone familiar with the market and the expectations therein. A cultural fit is essential to unlock the potential of operating in an Advisor capacity long-term.  Operating within the wider business unit, the role holder will need to be adept at forging relationships remotely with internal stakeholders and be comfortable with travel to the UK sites as appropriate, to ensure they partner with their immediate peers and wider team of CSMs; their role will, more than any other, have to retain a footprint in both role profiles and to that end the post-holder will be low on ego and understand the huge impact the dual role they hold will have. The nature of this role means it’s essential that there’s an inate ability to see the bigger picture, using your knowledge of the services available to customers to drive the right approach that delivers the best outcome for their requirements. You will also be comfortable interpreting data and scenarios that enable you to think holistically and engage customers in new and innovative ways. Working with the other Heads of, you will be comfortable challenging the status quo with our customers to ensure they are maximising their ROI through partnering with Zellis whilst being highly accountable ensuring you deliver results.  You will be required to develop and own a strategy that has various interdependencies with other teams and stakeholders; you will need to ensure you can find a route to delivery that removes friction for our customers and ultimately yields positive sentiment. A deep understanding of the political and socio-economic landscape will be essential as face-to-face visits are required as part of our standard operating model. |
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| **Role Accountabilities and responsibilities:** |
| **In this role your key responsibilities will be:**   * Forge deep and lasting relationships with your customers * Ensure that the team around you operates with a level of consistency and seniority such that they can build deep relationships, up to and including C-Suite * Build excellent internal stakeholder relationships to achieve the desired outcomes for our customers * Proactive outreach and regular meetings with your customers, confidently creating and conducting Monthly and Quarterly Business Reviews and Customer Success Plan Reviews * Develop a wider range of stakeholder relationships within the customer accounts you are responsible for * Engagements focused on a value-first ethos, driving towards the delivery of business outcomes * Being the Voice of the Customer to represent customer sentiment and ensuring internal alignment in delivering business value and objectives * Improving product adoption through identification of gaps, discussion, coaching and ensuring the right collateral and enablement is provided to the customer * Proactively managing your account list and reporting on customer health to senior stakeholders within Zellis * Creating and driving Success Plans where value is not being achieved * Identifying and nurturing areas for cross-sell and up-sell to provide additional value within the customer account * To promote customer reference and advocacy activities through relationship building and ensuring our customers are receiving fantastic service from Zellis * Active involvement in customer surveys, e.g. NPS with appropriate management and customer follow up * The ability to utilise data to inform decisions and to act accordingly * Act as a Customer Success representative at meetings, e.g. Zellis Independent User Group   **Essential Skills:**   * A strong customer-first attitude and experience of customer relationship management * A strong communicator at all levels, from operational through to C-level * Effective stakeholder management, both internal and external * Highly organised with the ability to own and control a customer account * A results-driven individual who is commercially astute * The ability to have business-based discussions focused on business value * Strong presentation skills and the ability to present to a wide audience at all levels * Capable of working under pressure and to measurable KPIs * The ability to improve product adoption through identification of gaps, discussion, coaching and ensuring the right collateral is provided to the customer * The ability to act on challenges and create forward-looking plans where value is currently not being achieved for the customer * The ability to facilitate discussion, give feedback and put words into action |
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| People Leadership / Team Leadership: |
| **About you:**   * Line management responsibility * Excellent analytical skills * Coach and mentor |

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| Special Circumstances / Other Requirements e.g. travel requirements, working arrangements etc |
| Sector / role experience of 3+ years  Travel to customer sites or Zellis offices will be required as part of the role. Meetings are regularly held in various offices across the UK, which you will be expected to travel to in good time whilst managing work commitments |

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| About Zellis |
| **Zellis is the leading provider of payroll and HR solutions for the UK and Ireland.**  Together with Benefex and Moorepay, we form the Zellis Group, serving a vast array of companies across every vertical and industry.  **Our purpose** is to make people feel appreciated for the work they do – through precision, choice, and magic.  **Our history**  We have over 50 years of heritage and industry experience – and we’ve been ahead of the curve throughout. More than half a century ago, we were founded as Peterborough Data Processing. Quite a lot has changed since then – not least our name.  We were acquired by Northgate, becoming NorthgateArinso in 2007 and NGA Human Resources UK and Ireland in 2014, where we were joined by Moorepay. In 2018, the UK and Ireland division was sold to Bain Capital and now we operate as a standalone company.  After acquiring Benefex, we’re now even better equipped to serve the complex needs of our customers.  **Our vision**  Our vision is to be the clear leader in pay, reward, analytics, and people experiences. There’s nothing more important to us than building trusting and beneficial relationships with our customers, using our size, scale, and breadth of experience to offer tailored solutions that precisely meet their business needs.  We design solutions that keep our customers ahead of change as they navigate the regulatory complexity and workforce uncertainty which exists in today’s business landscape. At the heart of everything we do are our highly qualified payroll and HR experts, who are committed to delivering first-class customer service at all times.  **We’re proud of our culture**  At Zellis we work hard to create a culture where people want to join, belong to, and be part of a progressive organisation. We’re committed to recruiting and retaining a diverse and inclusive workforce that is representative of the customers we serve and the communities we operate in.  **Our values,** which were defined with input from all of our 2,000 colleagues, are not empty words on a poster. They reflect who we are, and how we operate as a business.  Text  Description automatically generated |