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| **Job Title** | Head of Customer Success | **Job Family** |  |
| **Grade** | N/A | **Reports to** | Chief Operating Officer |
| **Location** | Swinton, Manchester / Birmingham. Hybrid | **Team Size** | Direct reports – up to 10 |

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| About the role: |
| The Head of Customer Success is accountable for optimising the Moorepay relationship with our customers leading to the expansion of scope, referenceable customer testimonials, customer retention and improving brand and transactional NPS scores.  The role will be responsible for developing and enhancing the customer experience, building a culture of “customer first”, feature adoption and maximising the value of the Moorepay partnership. You will need to have a proven background in customer success and the ability to continually improve user experience across a range of customer business functions. NPS feedback, Pendo, Zendesk and other data insights will be used by the Customer Success team to build a successful partnership that leverages incremental innovation, knowledge and sharing of expertise and product enhancement, and understanding of customer use-cases, leading to the adoption of new and enhanced features and maximising the value of partnering with Moorepay.  The role encompasses leading and managing the Customer Success team to deliver a consistently high level of service to our clients whilst also sponsoring a number of key strategic customer relationships. The team will work collaboratively with others across Moorepay (and within the wider Zellis group as opportunities allow), including the wider Customer Success community) to deliver a ‘one Moorepay’ approach.  Success in the role will be achieved by leading from a position of customer advocacy, ensuring customers consistently receive a great service. It will be demonstrated through having a high performing team that leads by example and lives our values in every interaction, ensuring that the business is exceeding targets and partnering with the sales and marketing teams to drive revenue growth and expansion of our customer relationships. |
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| **Role Accountabilities and responsibilities:** |
| The Head of Customer Success will be required to lead, motivate and manage a busy customer success and customer health team through periods of significant change and transformation, ultimately always with the goal of having a high performing team culture in place. Working in conjunction with change and transformation teams across the business the role holder will be responsible for optimising the performance and productivity of the team through effective workforce management, collaborative working practices and through continuous improvement initiatives and providing support and expertise to other teams to do the same.  The individual will be expected to consistently and constructively challenge the status quo with a desire to seek new and better ways of working for our customers that bring true value to the relationship, including process innovation, maximising the use of technology and automated solutions.  Working in partnership with the sales, marketing and operational delivery teams across the business the role holder will be responsible for ensuring that we have a strong customer health framework in place including Brand and Transactional NPS, Complaints and Escalations and learning initiatives, exceeds account ARR, and develops additional chargeable work through lead generation. Critically, the team will ensure that we have an agreed customer plan in place for our top quartile customers and service improvement plans for customers experiencing challenges, to ensure the retention, growth and operational viability of the relationships that meet both customer and Moorepay agreed business outcomes.  Working collaboratively with the delivery and commercial teams, the role demonstrates strong leadership and embraces our company values at all times, has to drive the customer focused agenda, anticipate customer requirements and ensuring that customers achieve their own objectives from the Moorepay partnership.  **Key Attributes**  **Customer Experience**   * Responsible for key customer relationships and customer satisfaction across your delivery teams’ services team with specific account responsibility for a nominated group of strategic customer relationships. For those key customers, build personal relationships with stakeholders and establish regular contact in line with the agreed engagement model. * Builds a culture of “customer first”, act as the guardian and role model for our customer relationships and promotes customer awareness throughout the business. * Drive a culture of continuous improvement and support/lead the associated continuous improvement plans across customer facing functions including the use of cross functional and cross site working groups. * Lead customer health activity across Moorepay and ensure that any gaps in our service provision/contract and/or any identified Moorepay or customer improvement activities are driven forward together with local teams, marketing, other key stakeholders and customers as appropriate. * Responsible for the management, governance and oversight of customer escalations and complaints, at risk action plans and preventative measures. * Issue based root cause analysis and remediation in agreement with the customer and Moorepay incident management teams. * Take ownership of service improvement initiatives driven out of customer satisfaction feedback processes including brand and transactional NPS, customer governance meetings and other customer and colleague engagements. * Working with the Head of Business Services, be responsible for embedding measures and providing actionable insights for customers and Moorepay continuous improvement activities. * Creating relationships with the operational leads across Moorepay for effective and efficient service delivery, issue resolution and service enhancement.   **Leadership and Talent Management**   * Increase colleague engagement and developing talent to optimise customer relationships. * Act as a key point of escalation on behalf of the customer to ensure swift incident resolution and effective client management is in place. * Build key relationships with the commercial team to grow and develop our commercial relationships and secure contract extensions.   **Financial Management**   * Work with the sales teams to ensure your customers are well managed in terms of commercial management and revenue performance of nominated customer accounts including completeness of billing and resolution of disputes. * Reviewing efficiency of delivery with Service Delivery in order to manage margin expectations. * Identification of revenue / scope opportunities. * Effective management of issues, at risk processes, churn risks, customer escalations and complaints, which ensure we avoid the need for credit notes/discounts.   **Customer Success**   * Responsible for delivering the Moorepay customer success function and the overall success of key Moorepay Customer relationships. * Building key customer relationships with stakeholders. * Management of contractual obligations and process changes for nominated customers. * Ongoing customer health checks ensuring that improvement activities are driven by your function and tangible results achieved. * Incident root cause analysis and remediation in agreement with the client. * Ownership of service improvement initiatives prioritised from customer feedback.   Knowledge, Skills and Experience  **Business Knowledge**   * Track record in Customer success and relationship management. * Strong client service and client management experience with evidence of sustainable service improvement and improved brand NPS results. * Experience delivering outsourced payroll and HR services to +500 employee sized organisations. * Commercial ability and presentation skills. * Knowledge of legal, regulatory and compliance requirements of HR and payroll services.   **Essential Functional / Technical Skills**   * Data analysis, investigation, reporting and acting on feedback. * Strong customer management with evidence of sustainable service improvement. * Proven track record in the successful delivery of business process improvement. * Delivery of commercial benefit through enhancement initiatives. * Ability to build and leverage internal networks. * Cost optimisation and EBITDA growth. * Lean or other business process optimisation skills, proven to drive transformation.   **Personal Attributes / Competencies**   * Engaging customers and colleagues with excellent communication skills. * Client focussed with a passion for improving the client experience. * Strong people manager with the ability to develop/manage high performing teams. * Capability to multitask and determine priorities. * Ability to deal with at times competing conflicts, improve quality, reduce costs, drive up margin whilst also delivering better outcomes for customers. * Ability to act as an effective operational lead and have the capability to apply yourself to different business challenges, people, systems, client, financial, quality. * Able to work collaboratively and effectively with teams across our locations. * Strong stakeholder management and networking skills. * Experienced people manager able to develop/manage high performing teams. * Capability to multitask and rigorously prioritise to ensure that we delivery results. * Able to see the big picture with and for the customer. * The ability to successfully deliver bottom line commercial benefit through the delivery of initiatives to grow revenue and improve operational efficiencies to achieve margin improvement.   Impact Key Projects / Activities Managed (Identify impact, effort, cost, time invested)  * 15% of time in people management and team leadership * 50% in client facing / customer success activity * 25% in operational management and continuous improvement plan delivery * 10% in supporting admin related tasks / reporting   Decision Making Authority   * Resource allocation / Capacity management * Addressing customer service issues * Cost management, particularly in relation to credit notes and service credits * Process improvement initiatives * Operational improvement initiatives * Changes in customer delivery approaches in line with the agreed business blueprint and subject to any business design authority approvals * Customer remediation plan execution * Application of better ways of working / how systems are used / process improvements |
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| People Leadership / Team Leadership: |
| * Develop and execute a high-performance culture that increases colleague engagement, identifies and grows internal talent and ultimately ensures our teams are trained, developed and highly motivated and therefore creating an excellent service experience for our customers. * Work collaboratively with the Head of Business Services to ensure development and delivery of a fully blended, high-quality range of learning and development solutions for our customers and colleagues based on the continuous feedback loops and improvement plans in place. * Overall leadership accountability of our customer success teams. * Builds key relationships with the sales, marketing and delivery teams and works with them to grow and develop our relationships with our top quartile customers. * Act as a customer advocate and a key point of escalation on behalf of Moorepay for complaints, escalations, issue resolution and cross functional customer experience challenges, building key relationships with senior management colleagues to ensure swift incident resolution and effective customer management is in place (where required.) |