

JOB SPECIFICATION

Associate Customer Success Manager

Essential Information

Job Title

Associate Customer Success Manager

Team

Customer Success

Line Manager

Director of Customer Success

Location

London Bridge/Winnersh with Flexi-working

Employment Type

Full time, permanent

Package

- Salary commensurate with the seniority of the role
- Performance-based commission plan
- Comprehensive benefits, including life and health cover
- Participation in an HMRC EMI share options program

Thames Valley

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Contact

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fullcircl.com/join-us

CV@fullcircl.com

We go FullCircI

FullCircI connects the insight you need when it matters most. We partner with more than 700 of the UK's leading banks, insurers and FinTech to deliver market leading insight on their business customers. Clients use our product to solve three mission critical business challenges, namely how to: identify & acquire, verify & onboard and retain & grow customers.

Following the recent acquisition of W2, a specialist compliance and fraud platform, FullCircI's identity solutions products are maturing to reach new regulated markets, including gaming and gambling.

Our web applications and APIs are now used by more than 15,000 end users in large clients including **Barclays, Lloyds, NatWest, and Aon**, as well as powering digital journeys for high growth challengers such as **Tide, GoHenry, Mettle, Caxton**, and hundreds more.

Having established a roster of blue-chip enterprise clients in the UK, FullCircI is now looking to expand its reach through continued investment in the platform and exciting partnerships with category leading vendors including **Acturis, nCino and IDNow**.

We have more than doubled in size over the past two years and is now a scale business that has been profitable since early 2022.

FullCircI was formed in 2021 following the merger of Artesian Solutions and DueDil. In September 2023 FullCircI acquired W2 Global Data Solutions. FullCircI is backed by top-tier investors which include Octopus Investments, Notion Capital, Augmentum Fintech and notable angel investors which include Dr Steve Garnett (EMEA Chairman SFDC).

We GRAFT to get it done

We want to hire like-minded people which is why our core values are important because if you join us it is pretty important that you fit right in. Ask yourself, do they describe you?

Growth Mindset	Resourceful	Accountable	Factual	Team
We are the change we want to see	We find a way to get it done	We do what we say	We tell it like it is (without being a jerk about it)	We put the mission before ourselves

We're trusted by 600+ leaders in Financial Services



This merger brings together two exciting UK FinTechs both of which play a key role in the broader NatWest Group; providing client relationship intelligence for our frontline and business development teams and, via their integration with Mettle, helping us completely automate business account opening. I am looking forward to seeing what the combination of these two great innovators will bring.

Ian Isaac Managing Director – Lombard

What we can offer you

- We are a team that has a clear view of where it wants to go and are committed to supporting each other to get there.
- We have created an environment where driven and accountable people thrive, and the development and progression of people in our team is a top priority.
- We have been successful by building relationships with senior leaders in banking, insurance and FinTech and consistently delivering value to their teams.
- We operate in an environment where your contributions will be meaningful and good work recognised.
- We provide competitive compensation and benefits and believe employee ownership is a key part of cultivating the mindset we want from everyone.

THE ROLE

Associate Customer Success Manager

The Customer Success Team are responsible for retaining revenue from existing clients and creating new opportunities to earn more revenue by building strong customer relationships and helping drive value from our service. We partner with our customers to understand what success looks like for them and to drive adoption.

We work closely with the sales team to build and demonstrate value and measure ROI.

Associate Customer Success Managers are mostly given responsibility for our small and medium enterprise customers – ensuring customer satisfaction and solving a wide variety of enquiries.

We're looking for an enthusiastic problem solver to join our team. You'll be the first point of contact for our users ranging from financial services institutions to technology companies. You will work with customers to help them get the most value from their service.

Key Responsibilities

- Manage a portfolio of SMB clients with both personal and automated outreach
- Execute the renewal process for your portfolio of clients, protecting and improving our retention rate
- Handle incoming enquiries from clients via our phone and email
- Build and execute account / user onboarding plans to deliver fast value to clients
- Work proactively to solve challenging external and internal issues on behalf of our clients
- Identify and communicate solutions for our customers' enquiries
- Identify and progress opportunities to grow the portfolio with new product features and longer contracts to existing clients
- Provide regular and timely feedback to the Product team on repeated impediments to adoption and/or opportunities for product development
- Collaborate closely with the wider commercial team to ensure smooth execution of our product suite
- Work actively with Marketing to secure testimonial quotes from the client base

Our ideal candidate will have

- At least 1 years' experience working in a SaaS environment, ideally customer facing
- You are delighted to investigate user problems and fix them
- You enjoy speaking with people and have flawless written English
- You have a positive, polite and friendly disposition
- You are familiar with common business applications, social media and have an interest in technology
- You are friendly, have superb organisational skills, and you enjoy building relationships over the phone and online
- A strong process driven mindset
- You want to take part in joining an energetic team and leave your mark on it
- You will be naturally curious about how our business and products works
- You have a professional attitude with openness to feedback, coaching and continual development
- Ability to learn quickly and adapt to changing business needs
- Willingness to learn and grow in this role for a minimum of 18 months

Our Amazing Benefits

- Hybrid/Flexible working model
- 25 days annual leave, with the ability to purchase more days!
- Life Assurance and a fabulous Employee Assistance Programme
- Private Healthcare for you - talk to us about adding your family!
- Discounts on various retail stores, gyms memberships and a bike scheme
- Access to LinkedIn Learning
- Peer to peer recognition...and much, much more!

About Us

- We have a culture deeply engaged in D&I and have a team dedicated to overseeing this
- There are 18+ languages spoken between us!
- We actively engage with and support charitable initiatives and volunteer opportunities
- Our skills are shared through our Mentorship program, all are welcome to join
- All ideas and feedback are welcomed. We want all FullCircl'rs to have a voice

How to Apply

If this role is of interest send your CV to CV@fullcircl.com and we'll be happy to have a conversation - speak soon!