

## JOB SPECIFICATION

# Senior Customer Success Manager

### Essential Information

**Job Title**

Senior Customer Success Manager

**Team**

Customer Success

**Line Manager**

VP 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**

Artesian House  
Gazelle Close  
Winnersh  
RG41 5QS

**London**

Runway East  
Chapter House  
18 Crucifix Lane  
London  
SE1 3JW

**Contact**

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[fullcircl.com/join-us](https://fullcircl.com/join-us)  
[CV@fullcircl.com](mailto: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

## Senior 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.

Senior Customer Success Managers are mostly given responsibility for our large enterprise customers – ensuring customer retention, 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

- Managing our larger customers and ensuring they are seeing value
- Building strong and deep relationships across a variety of people at different levels of seniority in a customer account
- Working with the wider business in supporting and delivering value to the customer
- Delivering a consistently high level of admin by keeping our CRM and notes up to date
- Providing the team with support and guidance where appropriate
- Identifying risks and potential blockers within our customer base
- Developing and nurturing a wide network of Champions across your accounts

## Our ideal candidate will have

- A clear connection with our mission of helping our customers do better business, faster
- Alignment with our core values (G.R.A.F.T.)
- Experience working with sales & marketing teams to ensure successful execution of product features
- A strong understanding of the Financial Services industry
- Self-driven, comfortable asking difficult questions and eager to contribute your own ideas
- Analytical, clear and pragmatic thinking skills, with strong attention to detail
- Considerable experience working in a SaaS environment
- A professional attitude with openness to feedback and coaching
- Excellent listening, presentation and communication skills at all business levels
- Ability to learn quickly and adapt to changing business needs
- Understanding of customer success and account management
- Ability to partner with customers in developing their strategic direction
- Ability to navigate large complex organisations with strong collaboration and influencing skills
- Attention to detail and ability to deal with multiple concurrent initiatives
- A mature and professional approach to your responsibilities and leading a positive impact on the wider team

## 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 FullCircI'rs to have a voice

## How to Apply

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