

Job Description - Customer Success Manager

Job Title: Customer Success Manager
Reports to: Head of Customer Success

Purpose of the Role

To support schools and multi-academy trusts in successfully adopting and using the MyNewTerm platform. The Customer Success Manager delivers onboarding, training, and ongoing support, ensuring customers achieve maximum value from their subscription. The role contributes to maintaining high customer satisfaction, strong engagement, and long-term retention.

Key Responsibilities

The duties of the Customer Success Manager include:

Onboarding & Training

- Deliver onboarding and setup sessions for new schools and trusts through live online walkthroughs and occasional in-person sessions.
- Provide clear, confident training to groups of varying sizes (1:1 up to larger groups).
- Support existing users through refresher sessions, new feature demonstrations, and ongoing guidance.

Customer Support & Relationship Management

- Build and maintain positive relationships with customers to ensure successful adoption and continued engagement.

- Handle customer queries via telephone, online chat, email, and ticketing tools, ensuring resolution or escalation as appropriate.
- Maintain a high level of product expertise to troubleshoot and diagnose issues before escalating to the technical team.
- Proactively engage customers who may require additional support or training.

Product Knowledge & Content

- Develop deep understanding of MyNewTerm's functionalities as the product evolves.
- Contribute to the creation and updating of user guides, FAQs, videos, and help articles.
- Provide feedback to internal teams on customer needs, usage trends, and opportunities for improvement.

Process & Collaboration

- Support improvements to Customer Success processes and workflow documentation.
- Collaborate with colleagues across Operations, Marketing, Sales, and Product to ensure a seamless customer experience.
- Maintain accurate records of interactions, onboarding sessions, and customer account details.

Person Specification - Customer Success Manager

Essential Skills, Experience and Attributes

- Experience in a customer-facing role such as customer success, customer support, account management, teaching, training, or similar.
- Confident delivering online presentations or training sessions to groups of varying sizes.
- Excellent written and verbal communication skills.
- Strong organisational skills with the ability to manage multiple tasks and deadlines.
- Quick learner with the ability to understand and explain digital systems and workflows.
- Proactive, reliable, and able to take ownership of customer queries and tasks.
- High attention to detail and strong record-keeping skills.
- A genuine commitment to providing outstanding customer service.

Desirable Skills and Experience

- Experience working in the education sector or with multi-academy trusts.
- Exposure to Customer Success or Account Management in a SaaS or technology environment.
- Experience supporting customers in adopting or onboarding onto a digital platform.
- Experience creating customer-facing materials such as guides, videos, or training resources.
- Involvement in refining or documenting customer-facing processes.