

JOB DESCRIPTION

Client Success Manager

LOCATION:

Milton Keynes Head Office - Hybrid or Remote

REPORTING TO:

Sales Director

HOURS:

Full-time

SALARY:

Dependent on experience

WHO ARE PRAGMATIQ?

At Pragmatiq, we work with ambitious organisations to help them do better and be better. As an award-winning Microsoft Solutions Partner, we support businesses and non-profits to achieve their goals through digital transformation – using Microsoft Dynamics 365, the Power Platform, and Microsoft Copilot Studio.

Our team are at the heart of the business, with expertise spanning a variety of areas. Each day, we always aim to bring out the best in each other and all work together to achieve our mission:

We support our customers to build better and smarter organisations, leveraging the power of technology to unlock opportunities. We do this through a Microsoft focussed strategy, consistently pushing the boundaries of the platform, combined with Pragmatiq's approach to Excellence in everything we do.

Our values embody who we are and underpin everything we do as a business. Additionally, they help us to ensure all activities and initiatives related to hiring, promoting, development and reward are aligned.



ACCOUNTABILITY

We take ownership & responsibility, and lead by example to ensure we deliver results.

Connected Values: Ownership. Reliability. Integrity.



COLLABORATION

By working together, being curious and sharing ideas, we identify solutions, quickly.

Connected Values: Humility. Respect. Communication.



EXCELLENCE

We believe in going above & beyond, being proactive and continually striving for better.

Connected Values: Ambition. Adaptability. Pioneering.





THE ROLE:

We are seeking a conscientious and trustworthy Client Success Manager to join our growing team here at Pragmatiq. As a key member of our commercial team, you will be responsible for fostering & maintaining strong relationships with our fantastic clients. You will act as the primary point of contact for them, ensuring their needs are met and their expectations are exceeded.

This role requires a combination of exceptional relationship-building and organisational skills as well as the ability to build strong relationships and understand client needs, to co-ordinate timely responses and next steps, alongside our technical delivery and managed service teams.

KEY RESPONSIBILITIES:

- Serve as the main point of contact for our clients, maintaining regular communication to understand their needs, concerns, objectives and future project requirements
- Create and nurture strong, long-lasting relationships as a trusted advisor
- Address any issues or concerns raised by clients to ensure their satisfaction and loyalty, and work closely with the Senior Leadership Team when needed to get to a resolution
- Take ownership of client retention and proactively reduce churn across Managed Service contracts
- Proactively help to coordinate contract renewals in partnership with the Finance and Managed Service team
- Work closely with our strategic Partners where necessary to deliver outstanding service to our customers
- Collaborate with internal teams (Sales, Marketing & Managed Services) to ensure we adapt in line with client demand and emerging areas of interest
- Support Project Manager and Consultants where required in the delivery of implementation projects
- Create and maintain detailed account plans outlining short & long-term goals and the associated action plans to drive revenue growth and client satisfaction
- Monitor key performance indicators (KPIs) to track progress against said goals
- Ensure the internal CRM is kept up to date by capturing stakeholder details, meeting notes and opportunities in a timely and methodical way





SKILLS AND EXPERIENCE

- PERSONAL SKILLS
 - Solid Communication Skills: The ideal candidate must excel in both verbal and written communication to effectively convey information, build rapport with clients, and articulate complex ideas clearly. Active listening skills are also crucial for understanding the needs and concerns of our clients
 - Interpersonal Skills: Building and maintaining relationships is at the core of this role. The ability to connect with people at different levels within client organisations, understand their perspectives, and empathise with their challenges is essential
 - Problem-Solving Abilities: The role requires creative thinking & the ability to collaborate with other internal Pragmatiq teams to address client needs effectively
 - Time Management and Organisation: This role will involve handling multiple clients and tasks simultaneously. Effective time management and organisational skills are critical for prioritising activities, meeting deadlines and ensuring no client is overlooked
 - Customer Focus: Ultimately, the Customer Success Manager's primary focus is on delivering value to our clients. A 'customer-centric' mindset as well as a genuine desire to understand and exceed client needs is fundamental to building the strong lasting relationships we seek
 - Teamwork and Collaboration: This role will require collaborative working with cross-functional teams, including Sales, Marketing, Project Delivery/Managed Services & Finance. Collaborative skills are essential
- TECHNICAL SKILLS
 - Experience of working in the IT services industry
 - Proficient with Microsoft 365 tools; Outlook, Teams, SharePoint etc



EQUALITY, DIVERSITY AND INCLUSIVITY:

At Pragmatiq, we aspire to have a workforce that is diverse and representative of all sections of society. We value different thoughts and perspectives, and believe that a diverse workforce enables growth and creates a sustainably inclusive workplace for all employees. If you would like to discuss any specifics of the role and how you might be suitably qualified, or to discuss flexibility or accessibility requirements, please contact careers@pragmatiq.co.uk.

WHAT WE CAN OFFER:

You will be part of a fast-paced Microsoft Solutions Partner at an exciting period in our growth. You will be an integral part of a talented team, dedicated to client success and ongoing innovation to remain at the very top of our game in a specialist area of technology.

We provide our employees with an extensive benefits package, that includes:

- Private medical insurance
- Employee Self-Improvement Scheme; £500 funding to access a range of opportunities that support personal, physical, and mental development
- Healthcare plan allowing you to claim money back on treatments across areas such as Dental, Optical and Physiotherapy
- Access to a mental health support service
- A rewards account providing a range of discounts across a variety of excellent brands
- One paid-for volunteering day a year for a charity of your choice
- Enhanced Maternity, Paternity and Adoption Pay
- Dedicated weekly education hours
- Annual investment in training and certifications
- Hybrid working environment
- Quarterly team social events
- 25 days + Bank Holidays, with options to buy/sell days
- Birthday off work
- £200 to spend on home office equipment
- Competitive salaries
- Walking meetings
- Pension plan
- Based in bright, spacious offices in Central Milton Keynes, a short walk from Centre:MK and MK train station

HOW TO APPLY:

If you wish to apply for this role, please send your CV directly to careers@pragmatiq.co.uk.