



Customer Success Manager

Salary: £45-60k per annum

Reporting To: Operations Director

Hours: 37.5 hours per week (Monday-Friday 9am – 5.30pm with 1 hour lunch)

Travel: Minimum of 25% Travel, Remaining from Home

Introduction

CPL is a forward-thinking company that prides itself on delivering high-quality solutions to the Property Management Industry through creative engineering, teamwork, and a relentless focus on quality.

Our values guide everything we do; we are passionate about “Raising the Bar” through innovation and excellence; we “Work Side by Side” with our clients, understanding their pain points and providing innovative solutions; and we are “Cracking Good Eggs” to our colleagues, being truly collaborative and radically candid.

Our Customer Success team plays a vital role in building strong relationships with our clients and ensuring they realise the full value of our solutions, while upholding our commitment to excellence. We are always looking for ways to improve how we support our customers and are keen to receive feedback from the team on how we can enhance the quality and effectiveness of our approach and the outcomes we deliver.

The Role

As a Customer Success Manager, you will act as the primary point of contact and strategic partner for our clients. Your role is to ensure our customers gain maximum value from our platform – from onboarding and implementation, through to long-term adoption and expansion.

You will build strong relationships with key stakeholders, monitor usage and support interactions, proactively offer value-added insights, and advocate on behalf of customers with our product and development teams. You will also work closely with Sales, Product, Implementation, and Support teams to ensure an exceptional customer experience at every stage of the journey.

Customer Relationship Management

- Proactively manage our portfolio of customers, building trusted, long-term relationships.
- Ensure that customers are well educated in the full suite of CPL solutions and are optimising the system to its full potential.
- Monitor customer health indicators to identify risks and take proactive action.

Onboarding & Implementation

- Collaborate with the Implementation Team to support new customers during onboarding.
- Deliver specialist training when needed to ensure strong coverage across both the new and existing client set.
- Provide tailored support and guidance to ensure a smooth transition to live usage.
- Act as the continuity bridge post-implementation to ensure customer readiness for standard support channels.

Product Advocacy & Customer Voice

- Gather and communicate customer feedback to help shape product improvements and innovation.
- Champion the customer internally by representing their needs in roadmap planning.

Growth & Retention

- Identify and present upsell opportunities including new features, modules, or training services that provide additional customer value.
- Drive awareness and usage of new feature and capabilities
- Recommend training and best practices based on observed usage patterns and customer goals.

Process Improvement

- Use CRM and analytics tools to track customer health, usage trends, support ticket data, and renewal readiness.
- Prepare and deliver clear reports and insights to internal stakeholders and customers.

Industry Insight and Thought Leadership

- Subject Matter Expert in all financials processes within the Property Management Industry.
- Stay up to date with key trends, regulatory changes, and discussions across the property and block management sector.
- Monitor industry news, publications, and forums to identify hot topics and emerging issues relevant to our customers.
- Collaborate with internal teams to translate market insight into valuable comms, product feedback, and customer conversations, helping position the company as informed, credible voices in the industry.

Ad Hoc: The post holder will be expected to carry out any other reasonable task as deemed necessary by the Company.

Required Skills & Experience

Essential	Desirable
<p data-bbox="185 454 564 488">Knowledge/Experience</p> <ul data-bbox="209 551 906 869" style="list-style-type: none"><li data-bbox="209 551 906 680">• Deep understanding of the Property Factoring/Block Management Industry including the accounting practices.<li data-bbox="209 689 906 775">• Proven experience in handling Clients at a high level.<li data-bbox="209 784 906 869">• Experience advocating for customers internally. <p data-bbox="185 931 268 965">Skills</p> <ul data-bbox="209 1028 938 2018" style="list-style-type: none"><li data-bbox="209 1028 938 1256">• Customer-Focused: A strong commitment to providing exceptional customer service and building lasting client relationships. A strong understanding of customer success principles and methodologies.<li data-bbox="209 1265 938 1583">• Communication: Exceptional Communication Skills, both written and verbal, with the ability to tailor communication to different audiences. Able to work effectively with cross-functional teams, including sales, support, and product development.<li data-bbox="209 1592 938 1731">• Data Analysis: Ability to analyse data and translate insights into actionable strategies.<li data-bbox="209 1740 938 1879">• Results-Driven: Focused on achieving goals and driving client success through data-driven decisions.<li data-bbox="209 1888 938 2018">• Adaptable: Comfortable working in a fast-paced, dynamic environment and able to adjust strategies as needed.	<p data-bbox="986 454 1366 488">Knowledge/Experience</p> <ul data-bbox="1010 551 1406 869" style="list-style-type: none"><li data-bbox="1010 551 1406 680">• Experience in Customer Success or Account Management<li data-bbox="1010 689 1406 869">• Experience of working in cross-functional teams, especially with Product/Development

What We Value

- **Industry Expertise:** Having a deep understanding of our users, their day to day lives, their financial processes, pain points, and how software can make a meaningful difference to their working lives.
- **Creative Problem Solving:** You approach customer challenges with curiosity and ingenuity, delivering solutions that are both innovative and practical.
- **Commitment to Quality:** You take pride in delivering a consistently high standard of service, ensuring solutions are effective, reliable, and tailored to customer needs.
- **Customer Focus:** You put the customer at the centre of everything you do, ensuring they realise value and achieve meaningful outcomes from our solutions.
- **Strong Communication Skills:** You excel at building relationships, clearly articulating ideas, and giving and receiving feedback to foster collaboration with both customers and internal teams.
- **Continuous Learning:** You are eager to grow, learn, and adapt in a constantly evolving industry.
- **Simplicity:** You believe in solving complex problems with straightforward solutions.
- **Teamwork:** You thrive in a collaborative environment, contributing to shared goals and celebrating team successes.