

## JOB DESCRIPTION

### Client Success Manager

<b>Job title:</b>	Client Success Manager
<b>Company:</b>	Sargent-Disc Ltd
<b>Department:</b>	Sales and Marketing
<b>Location:</b>	Beaconsfield, Buckinghamshire, UK
<b>Working hours:</b>	9:30am–6:00pm Monday to Friday (flexible options considered)
<b>Reports to:</b>	Director
<b>Direct reports:</b>	N/A
<b>Position Overview:</b>	The Client Success Manager is responsible for driving successful adoption, optimisation, and ongoing enhancement of Sargent-Disc software solutions across key strategic customers. The role blends relationship management, software implementation, and continuous improvement - ensuring clients receive measurable value while informing product development and future service evolution.
<b>Main duties:</b>	<p><b>Software Implementation &amp; Rollout</b></p> <ul style="list-style-type: none"> <li>Assist with end-to-end onboarding and configuration for new and existing customers.</li> <li>Manage rollout plans for new features and system updates.</li> <li>Deliver product demonstrations and training sessions (onsite and virtual).</li> <li>Maintain implementation documentation, onboarding guides, and training materials.</li> </ul> <p><b>Customer Relationship Management</b></p> <ul style="list-style-type: none"> <li>Act as the primary point of contact for key strategic accounts.</li> <li>Build trusted partnerships with stakeholders across productions and corporate teams.</li> <li>Run regular business reviews focused on ROI, adoption, and optimisation.</li> <li>Identify expansion and cross-sell opportunities aligned with customer goals.</li> </ul> <p><b>Continuous Product Improvement</b></p> <ul style="list-style-type: none"> <li>Capture, analyse, and prioritise customer feedback.</li> <li>Collaborate with Product &amp; Engineering teams on enhancements.</li> <li>Monitor usage metrics, adoption patterns, and risk indicators.</li> <li>Support beta testing, feature validation, and customer evaluation cycles.</li> </ul> <p><b>Cross-Functional Collaboration</b></p> <ul style="list-style-type: none"> <li>Work closely with Sales, Marketing, Support, Product, and Engineering teams.</li> <li>Manage customer escalations and coordinate internal resolution.</li> <li>Support system migrations and major update deployments.</li> </ul> <p><b>Customer Advocacy &amp; Best Practice</b></p> <ul style="list-style-type: none"> <li>Promote best-practice use of Sargent-Disc tools and workflows.</li> <li>Develop resources that improve onboarding and drive sustained adoption.</li> <li>Support industry sustainability goals by promoting digital, low-carbon workflows.</li> </ul> <p>This list is not exhaustive, and other duties may be required commensurate with this position as roles evolve.</p>

<b>Person Specification</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"><li>• Minimum three years' customer management experience.</li><li>• Experience of film and/or television production.</li><li>• Familiarity with production-related software packages (e.g., onboarding, payroll, production accounting tools)</li><li>• Reliable with good time management skills.</li><li>• Ability to think strategically and tactically.</li><li>• Ability to remain calm and level-headed under pressure.</li><li>• Ability to prioritise and cope with last-minute changes.</li><li>• Ability to work effectively as part of a team and independently.</li><li>• Multi-task management skills across varied responsibilities.</li><li>• Strong administration skills across systems and procedures - experienced user of Microsoft Word, Excel, PowerPoint, and CRM platforms</li><li>• First-class communication skills (written, verbal, presentation).</li><li>• Ability to explain technical subjects to non-technical users in large enterprises.</li><li>• Ability to build credibility and trust by understanding customer requirements.</li><li>• Ability to maintain outcome-based relationships with diverse customer groups.</li><li>• A good level of numeracy and a data-driven approach to adoption and ROI.</li><li>• Comfortable delivering training and working with digital collaboration tools.</li><li>• BA Honours Degree or above.</li><li>• Willingness to travel based on customer and business need.</li><li>• Commitment to developing additional skills relevant to the role.</li></ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"><li>• Familiarity with Sargent-Disc products and services, especially CrewStart.</li><li>• Experience of managing clients, including stakeholder mapping and business reviews.</li><li>• Foreign languages (advantageous for international productions).</li><li>• Knowledge of production accounting workflows.</li></ul>
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