

Implementation Manager

About Clientshare

Clientshare is a London-based and fast-growing tech start-up working with mid-market and large B2B enterprises across ITO, BPO, FM and Logistics in the UK and US. Our Pulse platform is the world leading solution for businesses to create, deliver, measure and act on Quarterly Business Reviews. Clientshare is already used by 1 in 3 FTSE 100 companies, including Compass Group and Mitie.

About the role

The Customer Success Team are responsible for helping our customers get the best results from using Clientshare software. We are looking to hire our first Implementation Manager, this person will be instrumental in delivering large software deployment projects and over the next 2 years building a full implementation team. The implementation manager will engage with key customer stakeholders to co-ordinate the timely delivery of implementation projects on behalf of our enterprise and mid-market clients.

Key responsibilities

- Take full ownership and responsibility of the implementation project for customers
- Work within the Customer Success team to manage and co-ordinate the Enterprise level implementation process
- Co-ordinating users coaching by phone/video calls to build strong relationships, great users and long-lasting adoption
- Partner with Head of Customer Success to develop the implementation process and team over time with a longer term objective of leading a bigger team
- Identify and analyse project risks & dependencies on an ongoing basis
- Maintain detailed project plans to communicate project status both internally and externally
- Develop project reporting both internally and internally

Key skills and experience

- 2-3 years' project management/implementation management experience, preferably within a SaaS environment
- Experience working with enterprise companies, running projects to agreed deadlines
- Exceptional verbal communication skills, especially over the phone
- Strong skills in core Microsoft Office tools (ppt, excel, word)
- A positive, polite, and friendly disposition but with ability to set clear expectations for colleagues and customers
- Excellent experience with B2B phone / video meetings
- Impeccable attention to detail, organisational skills, and a good grasp of data
- Project Management Qualifications (such as Prince 2) are a bonus

Salary and Benefits

- Competitive salary
- Company annual performance bonus
- Hybrid working
- Opportunity to join share incentive scheme
- Generous holiday allowance
- Private healthcare

How to apply

Please send your CV to
george@myclientshare.com

Tell us a bit about yourself, what interests you, what you enjoy and why you're looking for a role like this.

