



Role profile – Client Success Manager

About Oxygen Finance

Oxygen Finance is a wholly owned subsidiary of TruFin Plc, an AIM listed business. Oxygen’s HQ is located in Birmingham city centre.

Oxygen is an ambitious and rapidly expanding business, with a presence in both the UK and US. Our Fintech solutions help businesses thrive and public sector organisations deliver social benefit to our world.

Our enviable client list client includes FTSE100 businesses and some of the largest public sector organisations. Our vast data lakes and class leading products, combined with expert and professional teams, make our business successful.

Oxygen’s company values are focused around our people, our clients, expert knowledge and performing at pace.

Job Title	Client Success Manager
Business Function	Client Services
Reporting To	Head of Client Success
Job Location	Birmingham Office
Contract Type	Permanent – Full Time
Salary	£35-£45k dependent on experience

The Team

The Client Services team are fundamental to Oxygen’s proposition. You and the team are responsible for managing a portfolio of operational clients throughout the UK – to drive performance, ensure and improve service delivery, operational performance, earnings and support. Led by our Director of Client Services, Libby Daniels, the UK wide team collaborates closely with Oxygens other core functions including Implementation and Programmes, Supplier Engagement, Sales and Marketing. In addition to our internal functions across Data and Technology.

Employee Benefits

- Eligible for discretionary bonus scheme 6 months after service – based on individual and company performance
- Private Medical Insurance – Individual Cover (Aviva)
 - **Full outpatient services**
 - Routine and GP referral services
 - Dental cover (up to £450 routine cover)
 - Optical cover (up to £250)
 - Mental Health cover
 - Digital GP
 - Up to 25% gym discounts
 - Stress counselling helpline
- Life Assurance 4x cover (Unum)
- Pension (Aviva) Automatically enrolled – 5% employee monthly contribution, 4% employer monthly contribution – administered through optional salary sacrifice scheme
- Electric Car Scheme (Salary Sacrifice)
- Cycle to work scheme

- Charitable giving scheme
- Company matched charity giving (up to £250 per employee each year)
- Annual Leave – 25 days + Bank Holidays
 - Additional day leave for Christmas Holidays (half day Christmas Eve & half day New Year's Eve)
 - Options to carry holiday to the additional leave year (up to 5 days)
 - Options to purchase additional leave (up to 5 days)

Duties & Responsibilities

- Manage all elements of the client relationships and accounts including:
 - Establishing and maintaining Client Relationships at all levels through first class engagement;
 - Documenting and executing a Client Account and Stakeholder Management Plan;
 - Measuring Client Satisfaction through an annual review process;
 - Delivering monthly Service Reviews and quarterly Steering Groups;
 - Managing a sourcing and opportunity pipeline alongside clients;
 - Handling escalated concerns or requests;
 - Delivering service in line with contractual SLAs and client expectations
- Deliver internal revenue in line with annual budgets
- Drive continuous improvement through identifying areas for improvement using reporting and internal experts
- Act as the Voice of the Client during internal meetings or activities (such as inputting to technology and data requirements sessions)

Key Partner Relationships:

- Clients (director/executive level)
- Oxygen SME's and Supplier Engagement managers
- Internal teams
- Third party service providers

Skills, Qualifications & Experience

You are able to demonstrate and possess the following attributes:

Essential

- Outstanding interpersonal and communication skills with an ability to deal with internal and external stakeholders at various levels (including Director and Executive levels)
- At least 2 years' experience of Client facing delivery experience (ideally in either a Customer Success Management, Project Management or Account Management capacity)
- Ability to work autonomously but also within a team
- Proficient (to Intermediate level as a minimum) in Microsoft Excel, Outlook, Word and PowerPoint
- Financially competent, commercially astute and good attention to detail
- Well organised and able to manage own workload and prioritise conflicting Client requirements and internal tasks, using judgement to manage/escalate issues where appropriate

Desirable

- Local Government experience
- Finance and/or Procurement background
- An understanding of P2P (Purchase to Pay)
- Project experience and understanding of the Project Lifecycle
- Experience of delivering process and system improvement initiatives

Behaviours

- Ability to multitask and effectively manage time and workload
- Results and delivery focused
- Client focused
- Hard working and tenacious
- Flexible / adaptable
- Comfortable with working autonomously and as part of a remote team and management