



Job title	Client Relationship Manager
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The package	£35K – 50K, depending on experience
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Benefits	Share options, income protection, Death in Service
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Location	Parsons Green, SW London
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About us It is an exciting time to join systemsync solutions. Our innovative product automates the delivery of data between payroll, AE middleware and pension providers. We are a new specialist provider of integration solutions (iPaas), a \$1.6 bn high growth global market and our product is the only one of its kind in the UK.

As a place to work, we are entrepreneurial in spirit where no two days are the same. You will be part of a success story of a disruptive technology business where the opportunities for development and growth are endless.

The Client Relationship Manager will report directly into the CMO and be responsible for keeping the client delighted post-sale by overseeing implementation and ensuring the project is delivered seamlessly. You will ensure that the final solutions delivered to the client meet all requirements within the timeline specified. Your role will be to effectively collaborate and manage all stakeholders to accomplish project deliverables. Post-implementation, you will be responsible for long-term management of the client relationship.

Key responsibilities:

- Own the client relationship, providing CRM and account management to key clients.
- Oversee implementation and evaluation of all project deliverables, working in collaboration with the commercial team, business analysts, and development team



- Proactively manage the long-term relationship of key partners and clients, ensuring long-term sustainable outcomes for systemsync solutions and the client
- Keep track of the status of implementation projects, ensuring all parties are aware of any issues
- Create a robust process to provide remote CRM support for 10,000+ clients based
- Assist the project team in onboarding partners and new clients
- Serve as an ambassador for systemsync solutions, ensuring our values and ethos are conveyed to partners/ clients
- Manage the CRM tools and create/implement BDM and CRM processes
- Understand the data emanating from the Client Support Team and use this to proactively manage accounts
- Provide sales support to the BDM and upsell to existing clients
- Actively contribute to the future change process through identifying problems that can be solved to improve the future proposition
- Proactively probe and evaluate clients to determine whether they are genuinely getting a good experience
- RAG rate all clients to prioritise resources

Skills, experience and education:

- Bachelors degree
- Proven experience working within payroll and/or pension industries with a good understanding of auto-enrolment legislation and processes
- Ability to adapt to understanding new technologies/methodologies
- Ability to set up internal processes
- Ability to manage and mentor junior members of the CRM team and (as appropriate) the Client Support Team
- Excellent communication skills, written and verbal are required, coupled with the ability to initiate, maintain and nurture internal and external relationships
- Relishes an opportunity to work in a start-up environment where flexibility is required