A man and a woman in business attire are looking at a tablet on a wooden table. The man is pointing at the screen. The image has a blue tint and a blue geometric pattern at the bottom.

BOARD INTELLIGENCE

# Customer Success Executive

Role Specification & Candidate Profile



BOARD  
INTELLIGENCE



# The Role

Our client and user base is growing and we're looking for Customer Success Executive to join our thriving Customer Team and support the creation of a new Customer Success function.

## WHAT IS CUSTOMER SUCCESS' REMIT?

- To enhance users' experience of Board Intelligence, helping them get the best from the product and user journey
- To surprise & delight users at an individual level, building lasting relationships with them
- To ensure Board Intelligence delivers the impact our clients expected

## WHAT WILL YOU BE RESPONSIBLE FOR?

Working closely with our COO and Creative Director, you'll play a key role in supporting:

- The creation of the function, mapping out its ways of working, internal systems and processes
- The execution of user communications campaigns for new features and major product launches, as well as urgent comms in a technology crisis
- The development of comms and collateral to successfully onboard users and support them throughout the lifetime of their relationship with Board Intelligence
- The management of user lists and analysis of user utilisation and feature adoption
- The management of our CSAT and customer experience measurement tools
- The development of our relationship with our Beta community
- The training of our Customer Team to ensure they're equipped to talk about the evolving product

- 0-2 years' post-degree experience, ideally working in SaaS, in either a Customer Success, Product Management and Product Marketing role
- A team player with a 'can do' attitude
- Strong project management skills and someone who thrives on juggling multiple workstreams and priorities
- Strong analytical and communication skills, with excellent attention to detail
- A commercial but client-centric mindset

You will be based with our Customer Team at our London Head Office in 24 Cornhill.

An understanding and interest of boardrooms and the corporate governance landscape is beneficial, but not necessary.

We will support your professional development by providing the formal and informal training you require to excel in your role, including thought leadership in governance and world-class customer skills.

## USEFUL LINKS

- Careers page - [www.boardintelligence.com/careers](http://www.boardintelligence.com/careers)
- Clients page - [www.boardintelligence.com/clients](http://www.boardintelligence.com/clients)
- [Glassdoor profile page](#)

## WHAT ARE WE LOOKING FOR?



# About Us

## THE COMPANY

Board Intelligence is a rapidly growing Software as a Service (SaaS) business, pioneering a service that drives board effectiveness for decision makers and directors. We've been helping boards to make smarter, faster decisions for 16 years and we've been turning that knowledge into software for seven years. With over 15,000 users engaged on our platform, we work with FTSE 100s, large privately owned companies, public sector and government departments, and have delivered ~50% YOY growth over the past five years.

We're 75 people today and growing fast. As we grow, we're fiercely protective of our friendly, high performing culture. With over 13 nationalities represented, the team is diverse and friendly, and most days you'll find a group of us getting lunch together.

We're owner managed and remain in control of our own decision making and destiny. Many of us, including our founders, have young (or not so young) families, so we know the value of a supportive company. And all of us like to have fun, so our regular company socials, Friday drinks, away days and lunch & learns are always a highlight.

## THE TEAM

Our Customer Team is 35 and counting, spanning Marketing & Events, Business Development, Customer Success, Specialist Delivery and BI24. Our backgrounds are varied and together we ensure our network, prospects and clients have a fantastic experience with us – from the exploration of initial interest, through to a slick and professional sales process, tailored platform onboarding and value-add throughout the client lifecycle.

## THE OFFICE

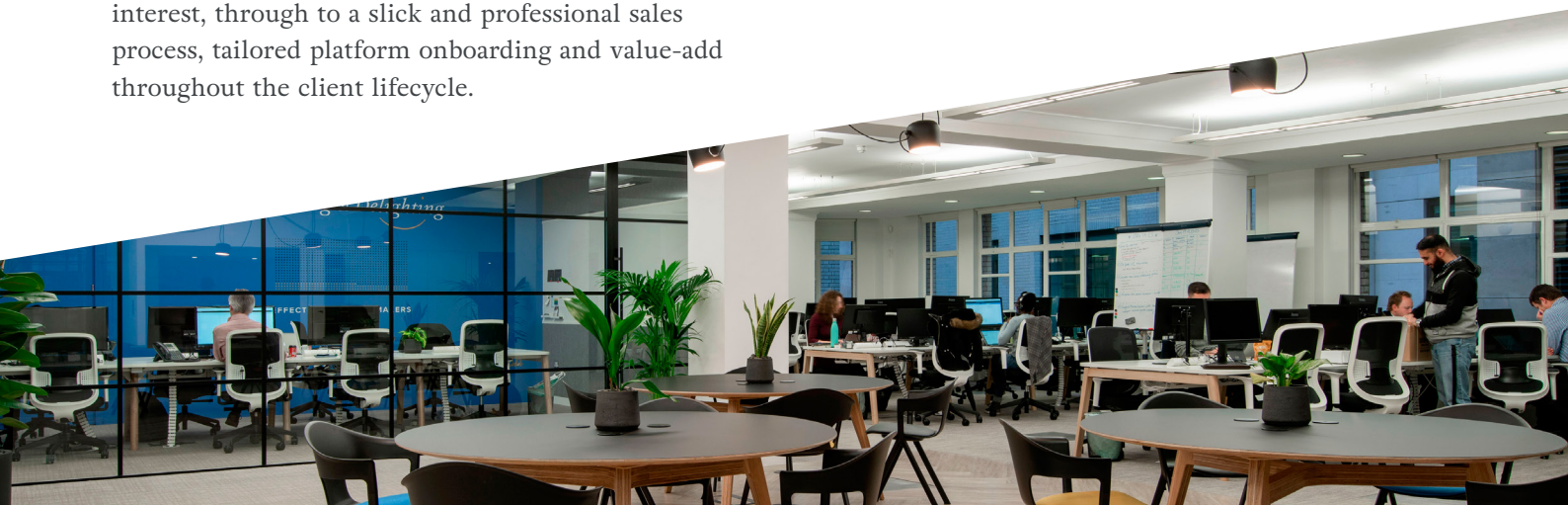
Most of the company are based in our London office, but we have a small team in Hong Kong who help to provide 24/7 support to our clients.

Our London office is in the heart of the City. It's brand new, with a sleek fit out, great communal kitchen and lots of meeting rooms and booths, so you can always find the space you need. A stone's throw from Bank Station (Central Line, Northern Line, Waterloo & City, DLR), the office is also minutes from Cannon Street and Moorgate Station, and not far from Liverpool Street or London Bridge. We have the Royal Exchange on our doorstep and are spoilt for choice for lunch options and after work drinks venues, as well as gyms for those who want a bit of balance.

## THE DETAILS

We pride ourselves on our great working environment and package. Here's some of what's on offer:

- Competitive salary & pension scheme
- Personal performance bonus
- Company performance bonus share
- 26 days holiday each calendar year
- Bupa health & dental cover
- Daily breakfast, drinks, fruit and snacks
- Regular training & development, mini MBA series, lunch & learns
- Travel card loan & cycle to work scheme
- Competitive parental policies
- Gym membership discounts
- Monthly company socials, Friday drinks



# Contact



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COO

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## CLIENTS INCLUDE:



CAPITA



easyJet



General  
Medical  
Council



M&S  
EST. 1884

nationalgrid



smiths



WHITBREAD



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