



Customer Success Manager

Reporting To: Head of Customer Success

Remuneration: £38,000 - £43,000 per annum, dependent on experience

Benefits: Competitive and exciting benefits package

Location: UK-based, remote with occasional travel

Working Environment: As a hybrid workforce with a primary presence in the UK, you will work from home and have access to a London Office space, with regular team meet-ups and in-person visits to clients.

Position Overview:

Enroly is a fast-growing tech company transforming the international student recruitment process through innovative SaaS solutions.

The CSM role is crucial within Enroly, responsible for championing the success of our university clients. This individual will manage a range of customer accounts cultivating strong relationships, driving product adoption, and fostering revenue growth.

Key Responsibilities:

- **Client Onboarding:** Collaborate with internal and external stakeholders to offer an amazing onboarding experience for new clients, being a reliable first point of contact during the process.
- **Customer Management:** Build trust with clients and develop strong relationships with people at all levels of an organisation. Provide existing customers with a voice, support, guidance and knowledge to use Enroly products and services in order to meet their strategic business objectives. Be an advocate for the customer, proactively identify concerns, respond to issues as they arise and escalate when necessary.
- **Training & Support:** Guarantee users feel cared for and assisted through ongoing training and support on our software, addressing clients questions and issues through our ticketing system, alongside Solutions and Product colleagues.
- **Customer Health & Adoption:** Monitor engagement and product usage to ensure clients realise maximum value from Enroly. Proactively assess customer health, identify and mitigate risks early, and implement targeted strategies to mitigate churn, strengthen relationships, and drive sustained adoption and retention.
- **Revenue Generation:** Demonstrate a deep understanding of customers' structures, operations, and pain points to strategically identify and execute upsell and



cross-sell opportunities. Consistently drive timely renewals and achieve or exceed revenue and growth targets.

- **CRM Management:** Use of CRM to monitor client platform usage and Services performance with a proactive approach to client engagement. Maintain accurate and up-to-date records in our CRM system, ensuring all sales activities, customer communications, and opportunity data are recorded in a timely fashion.
- **Client Feedback:** Play a pivotal role in collecting and interpreting client feedback. Collaborate closely with the Solutions and Product teams to refine offerings and address client needs.
- **Line Management:** Opportunities for potential line management including offshore support team.

About you:

- You like working in a fast-moving environment using the latest technologies to build products that help people.
- You are excited by the concept of a startup where you are contributing to the development and optimisation of our people, process and systems.
- You thrive in a target-driven environment, bringing commercial acumen and curiosity to spot opportunities that deliver value for both customers and the business.
- You love the idea of using your knowledge of international education in a completely new role.
- You have always wondered if there was a better way of working and questioned why things are done the way they are.
- You are a skilled listener and an accomplished problem-solver, able to understand needs and find effective solutions.
- You want to get hands on dealing with clients and have an eye for detail.
- You are a people person and adept at building relationships with people at all levels of an organisation.
- You are confident in communicating ideas and delivering content that engages and influences a wide range of stakeholders.
- You love working as part of a team.

Essential Experience:

- Experience in higher education admissions or international student recruitment – with a strong understanding of the roles of universities, agents, students, and third-party service providers.



- Proven experience in a customer-focused role (B2B or B2C) – with strong relationship-building skills and a track record of delivering excellent customer service.
- Recent experience of operating in a client-facing role and developing relationships across a matrixed organisation
- Skilled in using data for informed decision-making
- Proven experience driving organisational change or leading projects that deliver measurable return on investment for clients, partners, or the organisation.
- Experience using CRM systems and technology tools to aid processes
- A proven track record in implementing process change and efficiency
- Bachelor or Masters degree level education

Desirable Experience

- Experience of working in tech or B2B SaaS
- Systems implementation, project management or change management experience
- An understanding of systems integrations and APIs would also be an advantage
- Experience in a training or delivery role
- Experience in negotiation
- Use of CRM Systems such as Hubspot

Mandatory Requirements

- Based in the UK
- Right to work in the UK

Why Enroly:

- 25 days holiday a year + Bank Holidays
- An additional day's annual leave to celebrate your birthday (separate from standard leave)
- Pension
- Private healthcare and life insurance
- Remote first culture with flexible working options
- Collaborative culture with a love ♥ the challenge attitude
- Big opportunities for career advancement
- A dynamic, innovative work environment that celebrates success and nurtures professional growth

Our Company Values

- **Experience Matters:** We always strive for the best experiences for our customers, their users and the Enroly team.



- **Do Less to Do More:** We prioritise impact over inputs, and give people the tools to achieve great things.
- **Always Innovate:** We adopt cutting-edge frameworks and technologies to stay ahead of the game.
- **Celebrate:** We shout about the achievements of our team and partners.

We encourage you to apply immediately. We conduct interviews on a rolling basis and will fast-track high-potential candidates.

At Enroly, we believe in diversity, equity, and inclusion. We encourage candidates from all backgrounds to apply, ensuring equal opportunity for everyone. For more information on how we handle and protect your personal data, please review our [Privacy Policy](#).

If you require any adjustments during the interview process, please let us know and we will accommodate your needs.