
LEGALEDGE

Client Success Manager (part-time / flexible)

You will help develop and grow relationships with our existing clients (predominately scaling tech cos), working closely with our business team to help clients make the most of our us and our services and products. And working with our team of in-house lawyers to ensure what we do aligns with client objectives and our USPs, with the aim of increasing client success and happiness.

You will be a key contact for our clients and our team members, so will need to:

- Build positive and pro-active relationships.
- Work with clients to triage issues and identify key business milestones and objectives in the short and medium term.
- Work with our lawyers to develop client facing work plans, Kanban boards and legal budgets.
- Be a bridge between clients and our team to ensure seamless client onboarding, then ensure client expectations are met, especially in relation to the quantity and quality of communication, and that client requests are handled quickly and efficiently.
- Work collaboratively with our team to ensure opportunities are not missed.
- Run regular check in meetings (some face to face), to ensure work plans, resources, checklists, our CRM, etc. are kept up to date.
- Identify where clients might require more (or less) central support based on expected ROI metrics.
- Identify existing and developing client needs through the client relationship, and match those to our products and services
- Identify when we do not currently have solutions for specific client needs, and initiating ideas and implementing solutions to resolve them.
- Collaborate with our legal designer to develop, test and iterate our client experience toolkit and develop / run training for the legal team.
- Present client status reports, client feedback and strategic recommendations regularly to the senior leadership, sales and marketing teams, using our CRM system and agreed key metrics.
- Drive continuous improvement to our client account management framework
- Develop case studies and comms for marketing and internal purposes.

Our ideal candidate will have:

- A strong knowledge of the legal industry.
- An understanding of the motivations and obstacles faced by businesses in the high growth / start/scale up tech sector.
- An entrepreneurial, self-motivated, problem-solving mindset.
- A track record of delivering excellent client services, with a commitment to meeting deadlines and effective multitasking.
- A track record of dealing with clients at all levels, from C level to sales teams, and accurately identifying and matching specific user needs to legal solutions.
- A track record of collaborating with senior lawyers and multidisciplinary teams to improve client delivery.
- Excellence in project management and operations.
- Experience in collecting and analysing data for strategic decision making.
- Experience in using client relationship management tools and software.

LEGALEDGE

About LegalEdge: We are a flexible in-house legal service provider. We work very differently from a law firm – we do not have an old-fashioned hierarchy, and we value each team member based on how they can help the team as a whole provide the best service we can, rather than how long a team member has been doing a role or worked with us. That means you are in charge of deciding how you work, and you can tap into our guidance and support when you want it. Our way of working doesn't suit everyone, but if you like having full ownership and autonomy over your work, we could be a great fit.

Contact: info@legaledge.co.uk