LEGALEDGE

Job Description: Account Executive, Client Success for LegalEdge

Location: Primarily remote, with a minimum of 1 day/week in the office in London, with additional days working in the office as required.

Reports to: Client Success Manager / Supported by the business team.

Type: Part-time (Monday, Wednesday, Friday).
*From time to time, we may ask you to flex your hours outside of these days and office hours to suit client requests or the business needs (with appropriate notice).

About Us:
Fractional In-House Lawyers - Delivering in-house legal services to fast-growth companies providing clients with flexible, high-quality legal support tailored to their needs. Our model is built on partnership, efficiency, and delivering real value as an extension of our clients' teams.

The Role:
As an Account Executive, you will play a central role in managing and growing client relationships. You'll act as a trusted point of contact for clients, ensuring smooth onboarding, proactive communication, and ongoing satisfaction. You'll also work closely with our consultants, and business team to identify opportunities to deepen client engagement.

Key Responsibilities:
Client Relationship Management
- Serve as a primary point of contact for assigned clients, ensuring their needs are understood and met.
- Build strong relationships by acting as a trusted advisor and advocate.
- Monitor client satisfaction, address issues promptly, and escalate when needed.

Onboarding & Delivery Support
- Guide new clients through the onboarding process, ensuring a seamless handover from sales alongside Client Success Manager.
- Coordinate with consultants and internal teams to align resources with client requirements.
- Track project timelines, deliverables, and budgets to ensure successful outcomes.

Business Growth & Retention
- Identify opportunities for account growth, cross-selling, and upselling of additional services.
- Support the preparation of client proposals, project plans, and presentation decks.
- Collect testimonials and referrals as part of the client lifecycle.
- Sharing client exclusive invites and co-ordinating responses and take up.

Insight & Reporting
- Gather feedback and client insights to inform service improvements and business strategy.
- Maintain accurate records in CRM and prepare account updates for leadership.
- Assisting support with Paymo our time sheet system, reporting on client projects to ensure alignment with revenue pipeline and sales targets.

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Administrative & Operational Support

- Provide general administrative support to the client success and the wider business team (as required.
- Maintain up-to-date client records and notes in Capsule CRM.
- Assist with internal reporting requirements and pipeline alignment.
- Help streamline processes by identifying and implementing administrative efficiencies.

About You:

- Strong relationship-building and communication skills.
- Organised, detail-oriented, and able to manage multiple client accounts simultaneously.
- Commercially minded, with a focus on both client satisfaction and business growth.
- Comfortable working in a dynamic, fast-paced, and collaborative environment.
- Upbeat attitude.
- Strong attention to detail and high levels of accuracy.
- Proficient in Word, Excel and PowerPoint.
- Understanding of office management systems.
- Administrative skills and experience.
- Strong time management skills.
- Problem-solving skills.
- Prepared and responsive, willing to meet each challenge directly.
- Confident dealing with all members of an organisation.
- Works on own initiative without supervision.
- Sales/client facing experience ideal.

What We Offer:

- Opportunity to shape client experience at a fast-growing fractional legal services provider.
- Collaborative, supportive team environment where your ideas and contributions have real impact.
- Exposure to diverse clients and industries, giving you insight into innovative business and legal challenges.
- Involvement in networking events and collaborations that expand your professional network.
- Flexibility, trust, and autonomy to manage your work effectively.

Contact: peopleteam@legaledge.co.uk