Job Description: Account Executive, Client Success for LegalEdge

Location: Hybrid (minimum 1-2 days/week in our London office, remote other days).

Reports to: Client Success Manager, supported by the business team.

Type: Full-time (minimum 4 days/week* flexible up to 5)
**Requires flexibility to occasionally increase hours to meet client or business needs (with notice).*

About Us:
LegalEdge has transformed how fast-growth companies access legal support. As fractional in-house lawyers, we deliver flexible, high-quality legal services to scaling businesses. Our lawyers set up a cost-effective and efficient legal function to manage day-to-day legal work and add value. We work as an extension of our clients' operations teams to prioritise what's important, reduce risk and proactively manage legal strategy, workflow and budget using the right people, processes and tech. We are not just legal experts, we're business enablers. Joining LegalEdge means being part of a dynamic, supportive, collaborative team where your contribution is valued and your growth and input/ideas are encouraged.

Why this role is perfect for you:
This role is an excellent position for someone looking to build a career in client success, business development or legal services operations. You'll gain hands-on experience managing clients, coordinating projects, and working directly with senior consultants, all while developing transferable skills in communication, organisation, and business growth.
You'll learn on the job, grow into responsibilities, and make a real impact from day one, with the opportunity to progress in the business.

The Role:
Client Relationship Management
- Be a friendly, reliable point of contact for assigned clients.
- Monitor client satisfaction, resolve issues quickly, and escalate when necessary.
- Build lasting relationships by understanding client needs and supporting their goals.

Onboarding & Delivery Support
- Guide new clients through a seamless onboarding process alongside the Client Success Manager.
- Collaborate with our team of consultant lawyers and internal teams to ensure projects run smoothly.
- Track timelines, deliverables, and budgets to help clients succeed.

Business Growth & Retention
- Support account growth through cross-selling and upselling of services.
- Help prepare client proposals, presentations, and project plans.
- Collect client feedback, testimonials, and referrals.
- Coordinate client events and exclusive invitations.

Insight & Reporting

- Gather feedback to help improve our services.
- Maintain accurate client records in CRM systems.
- Assist with reporting on projects and revenue alignment.

Administrative & Operational Support

- Support the Client Success and wider business team with administrative tasks.
- Keep client records up to date and assist with internal reporting.
- Help improve team processes and efficiency wherever possible.

About You – We're looking for someone enthusiastic, organised, and eager to learn:

- Excellent communication and relationship-building skills.
- Positive, proactive, and responsive 'can do' attitude.
- Confident interacting with colleagues and clients at all levels.
- Strives on being super organised, with strong attention to detail.
- Comfortable juggling multiple tasks and client accounts.
- Commercially minded, with a focus on client satisfaction and business growth.
- Self-motivated and able to work independently.
- Thrives in an entrepreneurial, fast-paced and changing environment.
- Proficient in Word, Excel, PowerPoint; CRM and administrative experience is a plus.
- Sales or client-facing experience is advantageous but not essential.

What We Offer:

- Professional Growth: Hands-on experience shaping client experiences and contributing to business success.
- Collaborative Team: Work with a supportive, friendly team that values your ideas.
- Exposure & Learning: Gain insight into diverse clients, industries, and legal challenges.
- Networking Opportunities: Attend client and industry events to expand your professional network.
- Flexibility & Autonomy: Work flexibly with some remote working while contributing meaningfully to the team.
- Opportunities to grow as you gain experience.

Join LegalEdge and start your client success journey with a team that collaborates, listens, supports, and makes work enjoyable.

To apply for this role, send your CV and covering letter to peopleteam@legaledge.co.uk