LEGALEDGE

Job Description: Client Success Manager, Client Success for Legal Edge

Location: Hybrid – 1-2 days per week (minimum) in our London office

Role Type: Part-time (3-4 days per week, flexible)

Reports to: Head of Client Success

About Us:

LegalEdge provides fast-growth companies with flexible, high-quality legal support through fractional in-house lawyers. Our lawyers work as part of clients' teams, helping them manage risk, priorities, budgets, and legal strategy efficiently. We're a collaborative, growing business where people are supported, valued, and encouraged to develop.

About the Role

As Client Success Manager, you will be responsible for managing and growing a portfolio of our retainer clients, acting as the primary relationship owner for a number of our active client accounts.

You will drive client satisfaction, retention, utilisation and growth across your portfolio while working closely with our consultants (lawyers, HR and data protection compliance professionals) to deliver exceptional service and outcomes.

Alongside day-to-day account ownership, you will play a key role in shaping and implementing LegalEdge's Client Success strategy. You will work in partnership with the Head of Client Success to develop scalable client success processes, improve client engagement, identify growth opportunities and contribute to the continued development of our service offering.

This role is ideal for someone who thrives on building long-term client relationships, has strong commercial awareness and enjoys balancing strategic thinking with operational delivery.

Key Responsibilities

Client Portfolio Management

- Act as the primary relationship owner for a portfolio of our retainer clients, alongside the consultants managing the accounts day to day.
- Develop trusted advisor relationships with key client stakeholders.
- Conduct regular client reviews and health checks (typically in person, adopting a pro-active approach).
- Ensure clients maximise value from their LegalEdge relationship.
- Anticipate client needs and proactively identify solutions.
- Manage escalations and oversee successful resolution of client concerns.

Client Success Strategy & Leadership

- Partner with the Head of Client Success to develop and execute LegalEdge's client success strategy.
- Help establish and track client success KPIs, retention metrics and client health scores each month.
- Identify trends, risks and opportunities across the client portfolio.
- Recommend and implement improvements to client experience, onboarding and engagement processes.
- Support the development of scalable systems, playbooks and best practices.
- Contribute strategic insight to quarterly and annual business planning and growth initiatives.

Retention, Growth & Commercial Success

- Continually identify opportunities for account growth, upselling and cross-selling services.
- Work closely with our consultants to manage accounts and support client delivery and the business team to support client expansion opportunities.
- Create and lead preparation and delivery of client proposals and account project plans.
- Monitor client utilisation and engagement levels monthly.
- Drive increased adoption of LegalEdge's range of ancillary services.

Client Delivery & Relationship Coordination

- Oversee onboarding and implementation of new retainer clients; support consultants to embed in the new client accounts.
- Coordinate effectively with consultant team and internal stakeholders on all client delivery matters.
- Ensure service delivery remains aligned with client expectations.
- Monitor client activity, budgets and service utilisation.
- Support resource planning across client accounts.

Reporting & Portfolio Insights

- Maintain accurate CRM records and client documentation.
- Analyse client trends and provide quarterly recommendations to improve commercial performance.
- Present portfolio updates and insights to the senior leadership team where required.

About You

We're looking for an experienced client success professional who combines commercial awareness with excellent relationship management skills.

You are confident operating independently, comfortable influencing senior stakeholders and working closely with internal consultant team, who enjoys building long-term partnerships that create value for clients and the business.

You'll likely have:

- Extensive experience in Client Success, Account Management, Customer Success or Relationship Management.
- Experience managing a portfolio of key accounts.
- Strong commercial acumen and understanding of client retention strategies.
- Demonstrable experience driving client growth, renewals and account expansion and influencing decision makers.
- Ability to build credibility with C-suite, founders, leadership teams and professional services clients.
- Excellent communication and stakeholder management skills.
- Strong organisational and project management capabilities.
- Experience working with CRM systems and reporting tools.
- A proactive, solution-focused mindset and can work indepedently with confidence and minimal supervision, but equally able to work collaboratively in a small business team to offer creative solutions and influence decisions.
- Experience within legal services, professional services, consultancy or B2B subscription/retainer models is advantageous.
- Has worked in and thrives in working in a fast-paced, dynamic scale-up business environment.

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 and provides many opportunities to shape this role.
- 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 join a team that collaborates, listens, supports, and makes work enjoyable.