



Client Success Manager

Inspiratia is the energy transition specialist. We help clients grow their businesses by informing them of project developments, financing innovations, and new sources of capital, influencing the evolution of the industry, and inspiring leadership in energy transition.

We are committed to providing comprehensive coverage, insightful analysis, and thought-proving content on all aspects of the energy transition. Our team of passionate professionals works tirelessly to deliver accurate, timely, and engaging information, ensuring that our audience remains informed in the evolving energy transition landscape.

Our intelligence platform is tailored to our client's needs, which include funds and investors, banks, advisory firms as well as developers and utilities. We offer clients a variety of products across three main verticals - data, news & analysis, and events.

By joining inspiratia you are entering an organisation that has ambitions to keep growing at the pace it has, continuing to excel in existing markets and develop our products into new areas.

We aim to offer an exciting role with great career progression at a friendly and motivating company. We pride ourselves in our positive character and culture of inclusion, supported by regular well-being initiatives. We have fully adopted the work-life balance approach and understand the importance of balancing your time between working from home and benefiting from a fun office environment.

About the role

The Client Success Manager will be responsible for ensuring the satisfaction and retention of Inspiratia's subscribers. This role involves managing subscriber relationships, providing support and training, and ensuring subscribers derive maximum value from our services. The successful candidate will play a pivotal role in enhancing subscriber engagement and loyalty

Key Responsibilities:

1. Subscriber Onboarding and Training:

- Guide new subscribers through the onboarding process to ensure they are set up for success.
- Provide training and support to help all subscribers across all of inspiratia's services and tools.

2. Relationship Management:

- Develop and maintain strong, long-term relationships with subscribers.
- Act as the primary point of contact for subscriber inquiries and issues.
- Proactively engage with subscribers to understand their needs and goals.

3. Subscriber Support:

- Address and resolve subscriber issues promptly and effectively.
- Provide ongoing support and guidance to ensure subscriber satisfaction.
- Liaise with internal teams to escalate and resolve technical issues as needed.

4. Value Maximisation:

- Monitor subscriber usage and engagement with Inspiratia's services.
- Identify opportunities to enhance the value subscribers receive from their subscription.

- Conduct regular check-ins and reviews with subscribers to ensure they are achieving their objectives.

5. Retention and Growth:

- Develop and implement strategies to increase subscriber retention and reduce churn.
- Identify opportunities for upselling and cross-selling additional services and products.
- Gather and analyse feedback from subscribers to inform service improvements and new offerings.

6. Reporting and Analytics:

- Maintain accurate records of subscriber interactions and activities in the CRM system.
- Prepare regular reports on subscriber satisfaction, usage, and retention metrics.
- Analyse subscriber data to identify trends and opportunities for improvement

Key Attributes:

- Passionate about the energy transition and sustainability sectors.
- Ability to work independently and as part of a team.
- Customer-centric mindset with a focus on delivering exceptional service.
- Strong organisational and time management skills.
- Analytical mindset with the ability to derive insights from data.
- **Experience:**
 - Proven track record in client relationships, preferably within B2B industry.
 - Experience in the energy, sustainability, or related sectors is a plus.
- **Skills:**
 - Strong communication and interpersonal skills.
 - Ability to build and maintain relationships with clients at various levels.
 - Self-motivated with a results-driven approach.
 - Proficiency in using CRM software and Microsoft Office Suite.