

Customer Success Manager

We are seeking a talented and customer-focused professional to join our highly successful Customer Success Department. This is a fantastic opportunity to join a high-growth B2B intelligence and data business in a red-hot sector, play a major role in its next stage of growth while helping shape the future of the department.

In six months, success in this role would be high customer retention, relationships built with senior stakeholders at top customers, at least one identified champion at each customer, a strong partnership with the sales team, all meeting and feedback notes logged on the CRM system, and at least 60 customer meetings (online and in person) per quarter.

The role offers excellent performance-related bonuses, international travel opportunities, and the chance to work in a tight-knit and fun environment.

KEY RESPONSIBILITIES

- Responsible for all post-sale activities as part of the customer journey, including onboarding, training, driving adoption, customer meetings, collecting feedback, technical support and inbound queries via email, phone and chat
- Build meaningful relationships with customers at all levels — C-level to analysts — acting as the representative for TMT Finance in face-to-face and online meetings
- Ensure customers derive maximum value from TMT Finance, utilise all of their licences, and collaborate with internal stakeholders (Editorial, Sales, Marketing, Product) to ensure adoption
- Monitor customer usage data and health indicators, translating them into strategies for risk mitigation and upsell opportunities
- Develop an understanding of TMT Finance customer verticals, their business models and key stakeholder personas
- Become the “voice of the customer”, working with Product, Editorial and Research teams to build new features, add content and data and refine the product roadmap

REQUIRED EXPERIENCE & SKILLS

- Minimum of two to three years’ experience working in Customer Success, Customer Service, or other customer-facing roles
- Can demonstrate the ability to build rapport with key stakeholders
- Understanding of the B2B subscription-based sales model
- Excellent presentation, verbal, and writing skills
- Super organised, proactive and a quick learner
- Collaborative mindset, not afraid to help where needed

WHY JOIN US

At TMT Finance, our intelligence powers investment shaping the future of digital infrastructure. We’re a fast-growing, high-performance business where people take real ownership and deliver meaningful impact from early on.

We combine the ambition of a high growth business with the support of a close-knit team. Collaboration, curiosity and high standards define how we work, and we give our people the space to contribute ideas, build expertise and grow their careers.

Alongside this, we offer a competitive salary, performance-based bonus, 25 days annual leave plus your birthday off, and hybrid working Tuesday to Thursday in our characterful Shad Thames office. Just a short stroll from London Bridge, it's a warm, social space where people genuinely enjoy working together.

We recognise high performance, support wellbeing, and are committed to giving back through profit-linked charitable donations, paid volunteering and opportunities to work with partner charities.

You can find our full range of benefits on our careers page:
www.tmtfinance.com/about-us/careers

ABOUT TMT FINANCE

TMT Finance launched in 2009 with a mission to support the growth of digital infrastructure powering the connected world. We combine intelligence, data, and global networks to help executives make smarter, faster strategic decisions. Today, we are the leading global business intelligence platform for digital infrastructure, trusted by dealmakers and senior executives worldwide.

Our subscribers include the world's leading investment banks, private equity firms, telecom and data centre operators, tower companies, cloud, fibre networks, and financial advisors worldwide. We are a fast-growing company with 40%+ annual growth over the past five years, ambitious global expansion plans, and investment into product, data, and content innovation. We are scaling from 75 to 100+ employees.

TMT Finance welcomes applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith, or disability. All appointments will be based on merit and a fair and transparent process.

HOW TO APPLY

Please send your CV and a short cover letter outlining your relevant experience and why you would be a great fit for this role to fergus.hanley@tmtfinance.com with "Customer Success Manager Application" in the subject line.