

Job Title: Customer Delivery Manager

Location: United Kingdom

Department: Customer Success / Delivery

Reports to: COO

Job Summary:

As a **Customer Delivery Manager**, you will be responsible for ensuring the successful delivery of SaaS solutions to customers, managing the implementation process, and fostering strong relationships with key stakeholders. You will work cross-functionally with product, sales, and customer care teams to ensure seamless onboarding, adoption, and long-term customer success.

Key Responsibilities:

- Lead the end-to-end customer delivery process, ensuring projects are delivered on time and within scope.
- Manage multiple customer implementations, ensuring alignment with customer requirements and expectations.
- Serve as the primary point of contact for customers throughout the delivery lifecycle.
- Develop and maintain strong relationships with key customer stakeholders.
- Coordinate with internal teams (Product, Development, Customer Care) to ensure smooth service delivery.
- Define and optimise the customer onboarding and implementation process.
- Identify potential risks and proactively mitigate issues that could impact customer satisfaction.
- Drive adoption and engagement by providing training, best practices, and ongoing support.
- Establish KPIs and metrics to measure delivery success and improve customer experience.
- Act as a customer advocate, providing feedback to product and engineering teams for continuous improvement.

Qualifications & Experience:

- Bachelor's degree in business, IT, or a related field (or equivalent experience).
- 5+ years of experience in customer delivery, project management, or customer success within a SaaS or technology-driven environment.
- Strong understanding of SaaS implementation processes, including data migration, integrations, and user training.
- Experience working with project management tools (e.g., Jira, Trello, Monday.com, Asana).
- Strong communication and stakeholder management skills.

- Ability to manage multiple projects and deadlines effectively.
- Experience in change management and driving customer adoption of SaaS solutions.
- Familiarity with CRM tools (e.g., Salesforce, HubSpot) and customer success platforms.
- PMP, PRINCE2, or Agile certification is a plus.

Key Competencies:

- Customer-focused mindset with a proactive problem-solving approach.
- Strong analytical and strategic thinking abilities.
- Excellent communication and interpersonal skills.
- Ability to work independently and collaboratively in a fast-paced environment.
- Strong attention to detail and organizational skills.

Benefits:

- Competitive salary and performance-based incentives.
- Professional development opportunities.
- Career progression opportunities in a growing SaaS company
- Collaborative and innovative work culture.

Join our team and play a key role in delivering exceptional SaaS solutions to our customers!