Job Description Draft TBC			
Job Title	Client Success Lead	**Start Date**	TBC
Reports to		**Department**	Client Success
Salary	TBC	**Hours**	37.5 hours

Role Summary
Successfully design and implement onboarding training programs that streamline client adoption and reduced ramp-up time. Respond to all "How do I...? support tickets, as allocated by the support desk. Deliver ongoing client training that boosts engagement and strengthened long-term relationships. Develop a comprehensive library of Product Training guides, for both client and internal use. Contribute to prerelease testing, identifying issues early, improving product quality and reliability. Internally, developing and delivering staff training initiatives that enhance product knowledge and promote knowledge sharing. Play a key role in special projects, applying strategic problem solving to deliver measurable improvements.

Essential Roles	
Onboarding	Lead end-to-end onboarding training programs, including planning, documentation, and implementation.
Training	Deliver ongoing client training sessions to drive engagement and strengthen client relationships.
Commercial	Develop Client Development as a commercial function, delivering training revenues at least equivalent to £40k in 2026.
Librarian	Maintain a comprehensive up-to-date library of Training and Support documentation across the Vega suite of applications.
Support	Support pre-release testing of Acumen software, ensuring quality and usability before launch. Resolve "How do I?" support tickets.
Staff Training	Design and facilitate internal staff training to build organizational capability.
Collaborate	Contribute to special projects, adapting quickly to evolving business needs.

Objective Key Results (OKR's)			
Objective	**Key Result**	**OKR**	**Result**
Onboarding	Deliver a seamless onboarding experience that accelerates client adoption.	100%	
Training	Strengthen client engagement through impactful training programs.	2 sessions a month	
Commercial	Deliver Training Revenues	£40,000	
Librarian	Maintain a best-in-class knowledge base that empowers self-service.	100% documented	
Support	Respond to all "How do I...?" enquiries in line with Vega service level expectations.	100%	
Staff Training	Achieve 90%+ staff confidence scores in post-training evaluations	90%	
Collaborate	Success will be defined by project, with a clear OKR established.	By project	
Progress towards OKR's are reviewed weekly. with a formal quarterly review and re-set (if appropriate).			