

Customer Success Director

Based: Bristol

Salary: £75,000 - £85,000 + bonus + benefits

Bud Systems is the exciting and fast-growing name in the apprenticeship training sector. Bud's SaaS solution is a powerful and intuitive apprenticeship management platform, designed to simplify the delivery of apprenticeships and bring the many processes together within a single, intuitive software platform.

Since launching to the market Bud has been growing fast, with three of the Top 10 apprenticeship providers partnering with us in the last 12 months. Integral to Bud's proposition is our consultative and collaborative approach, where we combine our sector understanding and powerful software to maximise our clients success.

As part our growth plans we're looking for someone to shape and lead our Customer Success team. You will develop and execute the strategy and plans that enable us to build strong, long-term client relationships and identify ways to optimize our users lifecycle and drive strong RoI. You'll lead a team that are responsible for pre-sales consultancy, implementation, training, account management and support. It would be expected that you could demonstrate where you have delivered this capability before.

The ideal candidate will have a strong mix of client management, analytical, and commercial skills. To understand our clients challenges and identify the ways Bud can help solve them, it's likely that you will have senior business experience and a good understanding of the Apprenticeship sector (working upto and including C-level engagement).

This is a highly cross-functional role and you will work closely with the product team, software development and new business, to create solutions, drive process and make Bud the leading solution in the sector. As a key part of Bud's senior management team you need to bring significant leadership qualities, ideas and a passion for constant development and improvement.

Things are developing fast at Bud, so expect it to be dynamic, hard work, and incredibly rewarding! As a key hire at an early stage you have an opportunity to make a big difference, and to significantly shape the success of Bud.

We're a fun, friendly and professional team based in some of the best offices in Bristol. If you think this could be the role for you, please send us your CV and your thoughts on why you'd be a great fit.

