



OnePlanet Customer Success – Analyst

Job description

Job Title	Analyst
Department	Customer Success
Location	London or home based - United Kingdom
Duration	Full-time position
Salary	£20,000 to £28,000 Dependent on experience
Hours	Full time

This position is an exciting opportunity for a recent graduate or an individual committed to bringing social and environmental impact. The individual will need excellent analytical and communication skills, to support development of a game-changing technology platform. In joining the Customer Success team you will learn about OnePlanet's systems-based approach to managing data, developing connected strategies and engagement for sustainability, enabling organisations to collaborate in ecosystems.

To apply please send CV and cover letter to HR@oneplanet.com

Deadline: 15th July 2021, 12pm UK.

Job Profile

Main purpose of the role

The purpose of the position is to support the Customer Success Manager and Head of Customer Success deliver value to OnePlanet's customers, including:

1. Supporting customers in maximising the value that they derive from the platform
2. Supporting the team in securing additional customers, including tracking customer analytics
3. Creating content for the OnePlanet.life personal sustainability journey app
4. Increasing OnePlanet's social media presence
5. Undertaking research in specific areas related to sustainability
6. Any other reasonable duties required as part of a close-knit team

Reporting Lines

The position will report to the Customer Success Manager or the Head of Customer Success.

Background and scope of job

OnePlanet is a technology company that enables companies to define their social and environmental purpose, create and manage a strategy for implementing that purpose, and to collaborate with their staff, customers, suppliers and other stakeholders using our unique ‘ecosystem’ functionality.

We have a growing customer list and require both junior and more senior individuals to support our experienced customer service team.

Qualifications, aptitudes & skills level

Successful candidates will have some or most of the following:

- Experience in undertaking detailed analytical tasks
- A willingness to learn, work as part of team and contribute ideas
- Experience in a customer facing work environment, ideally in a technology company
- Aptitude for using social media for building profile
- A strong commitment to, and good understanding of, sustainability
- A degree in a relevant subject, though not essential
- Comfortable with multi-tasking
- Good administrative skills particularly using on-line systems
- Experience in supporting or delivering training
- Excellent written communications skills with ability to speak in simple ‘plain English’

DUTIES & KEY RESPONSIBILITIES

		%
1	<p>Customer support</p> <p>Supporting customers understanding and use of the platform by:</p> <ol style="list-style-type: none"> 1. Setting up organisations on the OnePlanet.com platform - uploading their information and data 2. Supporting the customer’s main point of contact to use the platform for strategy management and reporting 3. Training other users in uploading information and data management 4. Developing insight reports for customers 	40%

	5. Manage customer questions on the Intercom messaging system	
2	<p>Business development</p> <p>Generating new business particularly through:</p> <ol style="list-style-type: none"> 1. Preparing for and delivering demos of the platform 2. Managing and supporting the OnePlanet Superuser group 3. Managing and delivering online training 4. Supporting in the development of proposals for customers 5. Analytics of Intercom and Google 	20%
3	<p>Content creation</p> <p>The personal OnePlanet.life app requires regular update of content linked to key sustainability themes. The Analyst will lead in building this database of content</p>	20%
4	<p>Social media and communications</p> <p>Posting regularly on OnePlanet’s social media platforms to generate a significant following</p>	10%
5	<p>Research</p> <p>Undertake research in key fields, this may include sustainability, technology and also commercial topics</p>	5%
6	<p>Other Duties</p> <p>Perform any other duties which may reasonably be required from time to time</p>	5%