



## OnePlanet Customer Success – Project Manager

### Job description

Job Title	Project Manager
Department	Customer Success
Location	London or home based - United Kingdom
Duration	Full-time position
Salary	£25,000 to £35,000 Dependent on experience
Hours	Full time

This position is an exciting opportunity for an individual with at least three years of relevant experience who is committed to bringing social and environmental impact and deep systemic change. The individual will need excellent analytical and communication skills, to support development of a game-changing technology platform being deployed with leading companies and non-profits around the world. In joining the Customer Success team you will have the opportunity to learn about OnePlanet's systems-based approach to managing data, developing connected strategies and engagement for sustainability.

To apply please send CV and cover letter to [HR@oneplanet.com](mailto:HR@oneplanet.com)

Deadline: 15th July 2021, 12pm UK.

### Job Profile

#### Main purpose of the role

The purpose of the position is to deliver value to OnePlanet's customers by:

1. Supporting customers in maximising the value that they derive from the platform, both analytically and in terms of staff and stakeholder engagement
2. Managing our relationship with key customer
3. Supporting the team in securing additional customers, including tracking customer analytics
4. Contributing to developing the digital platform
5. Any other reasonable duties required as part of a close-knit team

Reporting Lines

The position will report to the Head of Customer Success.

Background and scope of job

OnePlanet is a technology company that enables organisations to define their social and environmental purpose, create and manage a strategy for implementing that purpose, and collaborate with their staff, customers, suppliers and other stakeholders.

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:

- Demonstrable experience in undertaking detailed analytical tasks
- A willingness to learn, work as part of team and contribute actionable ideas
- Experience in customer facing work, possibly in a technology company
- Experience in the built environment sector will be an advantage but not essential
- A strong commitment to and 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 of sales and marketing
- Experience in supporting or delivering training
- Excellent face-to-face and written communications skills with ability to speak in simple 'plain English'

**DUTIES & KEY RESPONSIBILITIES**

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1	<p><b>Customer support</b></p> <p>Managing our relationship with key customers and supporting the customers develop their understanding and use of the platform by:</p> <ol style="list-style-type: none"> <li>1. Setting up organisations on the OnePlanet.com platform - uploading their information and data</li> <li>2. Supporting the customer’s main point of contact to use the platform for strategy management and reporting</li> </ol>	60%

	<ol style="list-style-type: none"> <li>3. Training other users in uploading information and data management</li> <li>4. Inspiring and engaging staff and stakeholders in transformational change using the platform</li> <li>5. Developing insight reports for customers</li> </ol> <p>This role will involve working closely with a specific client for 2-3 days per week.</p>	
2	<p><b>Business development</b></p> <p>Generating new business particularly through:</p> <ol style="list-style-type: none"> <li>1. Preparing for and delivering demos of the platform</li> <li>2. Managing and supporting the OnePlanet Superuser group</li> <li>3. Managing and delivering online training</li> <li>4. Supporting in the development of proposals for customers</li> </ol>	20%
3	<p><b>Other Duties</b></p> <p>Perform any other duties which may reasonably be required from time to time, likely to include:</p> <ul style="list-style-type: none"> <li>- Content creation</li> <li>- Analytics</li> <li>- Research</li> </ul>	20%