

# OnePlanet.

## Customer Success Analyst

**Posted:** 15th May, 2024

**Deadline:** 27th May, 2024, 12Pm UK

**Location:** Home Based - UK

**Duration:** Ongoing

**Salary:** £25,000

**Hours:** Full-time or 4 days per week

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

### Job Profile

This is an exciting opportunity for someone who is committed to bringing social and environmental impact, with good analytical and communication skills, to support development of a game-changing technology platform.

### Main Purpose of the Job

The key focus of this role is supporting our customers to maximise the value they derive from using OnePlanet. It is a hands-on and practical role suited to someone who really enjoys delivering projects and keeping everything on track.

Joining the Customer Success team, you will learn about OnePlanet's approach to managing data, developing connected strategies and engagement for sustainability.

#### The main role of the job includes:

- Understanding customers' needs and setting up their account accordingly,
- Training customers in how to use the platform,
- Developing bespoke and general guidance and train the trainer materials,
- Developing case studies and news to support OnePlanet's on-line presence,
- Undertaking research in specific areas related to sustainability.

## Background and scope of role

OnePlanet is a technology company that enables companies to define their social and environmental purpose and then create and manage a strategy for implementing that purpose.

We have a growing customer list and require a junior member to support our experienced customer service team.

## Qualifications, aptitudes & skills level

The successful candidate will have some or most of the following:

- Demonstrable experience in undertaking detailed analytical tasks
- Track record in delivering projects
- Experience in a customer facing work environment, ideally in a technology company
- A strong commitment to and understanding of sustainability
- A degree in a relevant subject, though not essential
- Comfortable with multi-tasking
- Methodical, with 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 and Key Responsibilities

<b>1</b>	<b>Supporting new and existing customers</b> Supporting customers understanding and use of the platform by: <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><li>3.Training other users in uploading information and data management</li><li>4.Developing insight reports for customers</li><li>5.Manage customer questions on the Intercom messaging system</li></ol>	<b>60%</b>
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## Duties and Key Responsibilities cont.

<b>2</b>	<b>Supporting business processes</b> Support generating new business and general resources: 1.Improving the helpdesk and resources for users 2.Managing and delivering online training and webinars	<b>20%</b>
<b>3</b>	<b>Content creation</b> Creating Case Studies, blogs, newsletter content.	<b>20%</b>
<b>4</b>	<b>Other Duties</b> Perform any other duties which may reasonably be required from time to time	

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