Customer Success Manager

Recruitment Pack

August 2026

Customer Success Manager

Location: Belfast office / Hybrid

Team: Customer Success

Reporting to: Head of Customer Success

Contract: Full-time, permanent

About Thrive

At Thrive, we empower organisations to understand, manage, and report on their social, economic, and environmental impact. Our intuitive, secure and scalable platform supports clients—such as the NHS, Network Rail, Kier, and Amey—to deliver meaningful, measurable outcomes through social value reporting, employee engagement, and community investment.

We are on a mission to enable businesses to maximise their impact. Now, as we enter a new phase of ambitious growth, we are seeking a capable and detail-oriented Customer Success Manager to help make our product support first class.

Our Culture & Values

We are a close knit, hand-picked team with a carefully curated culture and values. We work hard but also want to have fun along the way. Our staff often describe the organisation as professional, yet approachable, where collaboration, agility and respect are highly valued.

We aim to delight our customers with products that transform their business operations. While we are a for-profit business, we take pride in the fact that we are helping transform how businesses perceive value and thus improving society for the future.

Our Values

- Empathetic & Respectful
- Accountable & Responsible
- Curious & Open-minded
- Adaptable & Proactive
- Purpose-driven & Team-oriented

2025 Employee Survey

"Thrive fosters a warm, inclusive, and community-driven environment where teamwork, mutual respect, and shared goals are central."

"Employees are genuine, approachable, and dedicated, balancing a fun, energetic atmosphere with a strong focus on excellence and innovation."

"With health and wellbeing as priorities, leadership promotes openness, trust, and accountability, creating a space where people feel valued and heard."

The Role

As a **Customer Success Manager** at **Thrive**, you play a pivotal role in delivering long-term value to our customers. You are a strategic partner, commercial thinker, and product expert who builds strong relationships and drives account growth — leading onboarding and training, spotting opportunities for expansion, and working proactively to protect customer health and secure renewals.

You'll manage a portfolio of low- to medium-profile customers, ensuring they receive consistent support, stay engaged, and get real value from their partnership with Thrive, while occasionally taking ownership of higher-profile accounts as needed. Beyond your customer-facing work, you'll contribute to internal processes, support junior team members, and help ensure the customer perspective is represented across the business.

This role will suit somebody with a desire to drive positive change in social sustainability, ready to play a key role in the continued growth of the company as part of a small but agile team. The successful candidate will play a pivotal role in helping our customers report their positive impact on society.

Key Responsibilities

Client Management

- Serve as the primary point of contact and trusted advisor for a portfolio of accounts, building strong relationships across multiple levels of the customer organisation, from day-to-day users through to executive sponsors.
- Develop a deep understanding of each customer's business goals, organisational structure, and key stakeholders to inform account strategy and prioritisation.
- Plan and lead regular business reviews (QBRs/EBRs) with customers, presenting platform usage, value delivered, and forward-looking recommendations.
- Proactively engage stakeholders throughout the customer lifecycle, ensuring consistent, high-quality communication and reliable follow-through on commitments.
- Act as the escalation point for complex, high-priority, or sensitive customer queries that fall outside the Support team's day-to-day Help Desk handling.
- Partner closely with the Support team to ensure smooth handoffs and a consistent customer experience, stepping in where relationship context, commercial sensitivity, or account history is needed to resolve an issue.
- Monitor patterns in escalations across your accounts to identify systemic issues and feed insights back to Support and Product.

Onboarding & Training Leadership

- Take full ownership of onboarding processes for new accounts, ensuring smooth transitions from Sales and successful early adoption.
- Deliver high-impact platform training sessions tailored to user roles (e.g., Admins, Executives, Suppliers).
- Optimise time-to-value through thoughtful planning and stakeholder engagement.

Account Growth & Commercial Impact

- Regularly identify opportunities for upselling and cross-selling by understanding customer challenges, expansion plans, and solution gaps.
- Collaborate with Sales and Marketing to scope, position, and close commercial opportunities aligned with customer needs.
- Play a key role in increasing Thrive's Net Revenue Retention (NRR).

Churn Risk & Renewal Strategy

- Closely monitor customer health signals including usage, sentiment, and engagement trends.
- Recognise early signs of dissatisfaction or disengagement — particularly ahead of renewals — and take proactive steps to mitigate risk.
- Collaborate with the Head of Customer Success to shape renewal strategies, including executive engagement and success planning.

Voice of the Customer

- Act as an internal advocate for your customers by gathering, analysing, and sharing feedback with Product, Tech, and Commercial teams.
- Help shape product roadmap priorities based on strategic customer needs.
- Identify themes across accounts and propose process or feature improvements that increase satisfaction and adoption.

Internal Leadership & Contribution

- Contribute to evolving Customer Success processes, playbooks, and knowledge sharing, if and when requested.
- Represent Thrive's values in all internal and external interactions.

Key Performance Indicators

As a Customer Success Manager, your success is measured by your impact across customer experience, retention, and revenue growth. You are accountable for:

- Customer Retention Rate – Ensuring your portfolio renews successfully year-on-year.
- Net Revenue Retention (NRR) – Driving upsell and cross-sell activities to grow account value.
- Time-to-Value (TTV) – Ensuring rapid adoption and clear early wins during onboarding.
- Customer Satisfaction CSAT & NPS – Maintaining consistently high feedback scores.
- Platform Engagement – Monitoring and influencing usage across user groups.
- QBR/Review Completion – Delivering high-quality account reviews consistently and on schedule.
- Risk Mitigation Effectiveness – Reducing and recovering accounts flagged as at risk.

Person Specification

Essential knowledge & experience:

- Proven experience in a Customer Success, Account Management, or client-facing role within a SaaS or software environment, managing a portfolio of accounts.
- Strong relationship-building and stakeholder management skills, with the confidence to engage users through to senior and executive stakeholders.
- Commercial acumen, with a track record of identifying growth opportunities and contributing to retention and revenue targets such as NRR.

- Excellent communication and presentation skills, including experience delivering training or leading structured account reviews such as QBRs.
- A proactive, organised approach to managing multiple accounts and priorities, with strong problem-solving skills.
- Experience using a CRM or customer success platform, such as HubSpot, to manage relationships and track engagement.

Desirable knowledge & experience:

- Familiarity with the concept of Social Value in public sector procurement
- Understanding of customer success metrics and methodologies, such as churn, Net Revenue Retention, and time-to-value.
- Experience contributing to process improvement or mentoring junior colleagues within a small, fast-growing team.

Why Join Thrive?

- Make a meaningful impact in a purpose-driven business that's changing the game.
- Become part of a fast-growing, innovative organisation with bold ambitions for the future.
- Thrive in a collaborative, flexible culture where our values drive everything we do.