

Job Title	Customer Success Executive
Location	Wimbledon SE19

<p>About Us</p>	<p>Nineteen Group is a rapidly expanding, dynamic, and ambitious events, digital and print media business backed by Phoenix Equity Partners. The portfolio is dedicated to protecting people, assets, and organisations serving the security, cyber-security, fire, emergency services, disaster management, health and safety, facilities management, manufacturing and construction sectors.</p> <p>Hennik Research, part of Nineteen Group, specialise in delivering cutting-edge information, thought leadership, and high-profile events to the manufacturing industry, predominantly in the UK, but also across Europe and the U.S. Our flagship publication, <i>The Manufacturer</i> magazine and website, boasts a three-decade pedigree, while our signature events, including the Manufacturing Leaders’ Summit, Smart Manufacturing Week, and the sectors biggest awards, set the industry standard.</p> <p>As a valued member of our team, you'll experience a workplace that combines professionalism with a fun and empowering culture. We trust our team members to excel in their roles and provide an environment that encourages personal and professional development through training and exposure to a diverse range of projects.</p> <p>www.nineteengroup.com www.themanufacturer.com</p> <p>www.smartmanufacturingweek.com</p>
<p>About the Role</p>	<p>The Customer Success Executive, reporting to the Marketing Director and Managing Director, plays a pivotal role as the linchpin touching on various facets of the business including Operations, Delivery, Sales, Marketing and Account Management. They play a key role in ensuring our clients achieve their goals and have a seamless experience. You will be the primary point of contact for Smart Manufacturing Week customers, guiding them through processes, responding to their needs, and building relationships that foster long-term loyalty. You will also support the leaders of the business unit with key sales and event admin responsibilities.</p> <p>The role involves:</p> <ul style="list-style-type: none"> • Providing exceptional customer care to our clients of all levels across multi-tier campaigns and events ensuring satisfaction throughout their engagement. • Work closely with internal teams to manage and fulfil client expectations ensuring timely and accurate information dissemination and collection. • Cultivating and sustaining strong relationships with stakeholders, including clients, professional organisations, and suppliers • Implementing and fostering efficient team processes. • Offering comprehensive administrative support to the Managing and Sales Directors.

	<ul style="list-style-type: none"> • Attending project meetings to stay updated and provide feedback to ensure maximum awareness of all delivery elements. • Utilising our IT infrastructure, such as Microsoft Office 365 suite, Microsoft Dynamics, and HubSpot.
<p>About the Responsibilities</p>	<p>Includes but not limited to:</p> <p>Smart Manufacturing Week</p> <ol style="list-style-type: none"> 1. Sponsor & exhibitor onboarding from point of signing the contract through to campaign delivery and feedback 2. Create and maintain master exhibitor/sponsor contact lists for live events ensuring accuracy across all systems and capturing all requirements as part of their packages. 3. Efficient briefing of deliverables to the marketing /or delivery teams for campaign execution to begin. 4. Ensure the relevant websites display correct exhibitor/ sponsor profiles, logos, stand nos, theatre presentation details etc. 5. Assist the marketing team with creating and posting new exhibitor/sponsor-related content on social media platforms. 6. Work closely with marketing to ensure setup of the Exhibitor Zone is ready by deadline 7. Create and own sponsor/exhibitor comms plan (email and Tel) for milestone dates and deadlines, including writing copy and campaign execution to deadlines. 8. Based on the sponsorship level, provide sponsors with the appropriate marketing assets. 9. Ad hoc sponsored speaker logistics, data, and agenda support when needed. 10. Monitor related inboxes for queries/requests and assist clients either directly or by liaising with appropriate department. 11. Participate on pre event exhibitor/sponsor planning webinars or briefings 12. Responsibility for contra contracts from creation through to signature pre event. 13. Assist clients with on-site needs during the event, resolving any issues quickly and professionally. 14. Collect and analyse client feedback post-event to identify areas for improvement and provide insights to internal teams. 15. Timely post-event management of exhibitors/sponsors deliverables including scanner data. <p>Administration Support</p>

	<ol style="list-style-type: none"> 16. General sales admin support e.g. preparing weekly sales reports, support setting up sales platforms, proposal/contract admin support 17. Creating key information documents for internal and external meetings. 18. Recording meeting minutes, circulating them, and following up on action items. 19. Adhoc research / document maintenance of competitors and clients 20. Acting as the point of contact for crucial sales information in the absence of the Heads of Sales, whether due to leave or workload. 21. Undertaking project work when needed 22. Offering general ad-hoc administration support aligned with the MD's priorities.
<p>About You</p>	<p>We are open to a variety of backgrounds and experiences. This role is ideal for someone looking to take the next step in their career and the ideal attributes we are looking for are:</p> <ul style="list-style-type: none"> • 1+ year of sales administration and sales operation skills, demonstrated by a successful track record in event/exhibition and/or media management • Proficiency in multitasking, enabling the management of multiple tasks concurrently while effectively prioritising based on deadlines • Exceptional verbal and written communication skills, fostering the ability to build strong customer rapport and relationships Detail-oriented approach to work, a high attention to detail is required for working with sales figures and contracts • Proactive approach with the capability to anticipate and resolve issues swiftly • Experience using CRM tools to track and manage customer contact and interactions • Strong problem-solving and troubleshooting skills, coupled with a positive and solution-oriented mindset • Strong working knowledge of Microsoft Office 365 (Word, Excel, Outlook, SharePoint, OneDrive, PowerPoint) • Capacity to work both independently and collaboratively within a team environment • Self-motivated, able to work within the model outlined but with the tenacity to continually evolve the model • Flexibility to undertake ad-hoc duties as required by the business. • Natural aptitude for implementing, reviewing and revising SOPs for enhanced operational efficiencies • Prioritisation of customer care with excellent interpersonal skills

We are an equal opportunities employer and do not discriminate on the grounds of gender, sexual orientation, marital or civil partner status, pregnancy or maternity, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.