

Client Success Manager

Reports to: Client Success Director

Team Jump is the UK's leading provider of sustainability engagement and behaviour change programmes. We provide digital solutions so our clients, including NHS Trusts, Universities, businesses and local authorities, can engage their people to achieve their sustainability targets. Our mission is to empower and motivate people to take action for a sustainable future.

We're all about driving positive behaviour change, whether it's energy saving in the workplace or improving waste minimisation among residents. We're proud to be working with some of the largest and most progressive organisations in the UK who, like us, believe that we will reach net zero much faster by bringing more people on the journey. We're also proud of our purpose-driven culture, united by our mission and ambitions to reach more people with our award-winning product and service.

About the role

This role is vital at Team Jump to maintain client satisfaction and grow our client base. You'll work closely with other Client Success Managers and Engagement Managers, overseeing a portfolio of digital behaviour change programmes and providing excellent service to our clients. Our work environment is fast-paced and you'll need to quickly learn about our product and platforms, whilst demonstrating a good knowledge of sustainability engagement trends. Your focus will be on client relationship management, data analysis, and presenting insights. Strong problem-solving abilities are essential, alongside a creative mindset and enthusiasm for our mission.

Your role will include...

- Managing excellent client relationships to delight and retain and retain a portfolio of clients.
- Pursuing upsell opportunities amongst existing clients to add value to existing programmes.
- Developing and managing Team Jump programmes for multiple clients, tailored to individual needs.
- Analysing programme engagement and impact data and presenting to clients to help them understand the value in the service we're providing.
- Providing creative solutions to increase engagement within the programmes and product.
- Providing quick and effective support to clients with any troubleshooting issues.
- Advocating for client's needs, relaying issues and feedback to product team so that we can continue improving.
- Working with the Client Success Director and others to input into our wider client success strategy.

- Supporting the rest of the Project Delivery Team with the successful delivery of all work streams.

What we're looking for...

- Excellent interpersonal skills to quickly build rapport, exhibiting empathy and professionalism.
- Excellent English written and verbal communication skills.
- 1+ years of successful client management experience.
- Commercial mindset with experience of successfully extending client contracts and growing commercial accounts.
- Able to quickly learn new technologies and systems.
- Strong organisation, prioritisation, and time management skills.
- Experience planning, managing and delivering multiple projects simultaneously to deadlines.
- Collaborative team mindset.
- Self-starter who can lead their own workload and take initiative.
- You will have experience in a client management role and be someone who thrives in a small, growing, and fast-paced business.

Our offer to you

Job type: Full time, 5 days a week

Starting salary: £28,000 year

Holidays: 22 days per annum (plus bank holidays and 3 days Christmas wellbeing week) + extra day for every year of service)

Hybrid working: 50:50 working from home and in the office within 50 miles of the office (Brixton/Clapham Common), and 1 day a week for those further than 50 miles.

- Benefit from our Employee Ownership Trust structure (i.e. tax-free annual bonus)
- Flexible working outside of core hours (10:00 – 16:30 Mon-Fri)
- Potential Annual bonus (based on company performance)
- Wellbeing week during Christmas
- Early Friday finish – 4pm instead of 5:30pm.
- Extra day of holiday for every year of service.
- £100 Personal Development and Wellbeing budget each year.
- Opportunity for 4-week sabbatical leave at 10% pay after 2 years of employment.
- Paid volunteering day each year and time off to donate blood.
- Cycle 2 Work programme
- Employee Assistance Programme
- Employee Discounts Programme
- Compassionate Leave
- Company Pension Scheme



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- Friendly team culture with quarterly all-team socials

Application Process

- Submit your CV and a short cover letter to our [Application Portal](#).
- 15-minute phone interview with Client Success Director
- 45-minute interview with Client Success Director and CEO
- We're hoping to get this position filled quickly, so a candidate that can start ASAP is desirable.

Deadline for applications: 15/08/2025

Jump into your new career

At Team Jump, we value empathy, impact, innovation, fun, collaboration, and entrepreneurial spirit – but most of all, we want you to feel comfortable to be yourself. We value all cultures, backgrounds and experiences, as we truly believe that diversity drives innovation. We particularly welcome applications from disabled, Black, Asian and minority ethnic candidates as these groups are under-represented within the sustainability and technology sectors.

Express yourself, join our community and help us empower & motivate people to take action for a sustainable future.

To be considered, please submit your CV and a (short) cover letter explaining why you want the job and how you meet the criteria above at our [Application Portal](#).