

JOB DESCRIPTION

Job Title	Client Success Manager
Department	Sales
Reporting To	Operations Director/ MD
Contract Type	Full-time
Location	Remote working (occasional London in-office required)

About the Role

London Speech Workshop is a world-class communication coaching company helping professionals across the globe become the best communicators they can be, guided by our ethos of **kindness, authenticity, and empowerment**.

We're looking for a talented, emotionally intelligent **sales professional** to join our team as a **Client Success Manager**. This is a role for someone who loves people *and* performance, combining warmth and empathy with commercial focus and drive.

About the Role

You'll be the friendly, knowledgeable first point of contact for people exploring our courses; understanding their communication goals, inspiring them with the possibilities, and helping them take their next step by booking a taster session or course.

You'll then be their guide through their journey, ensuring a seamless, 5-star experience from first enquiry to final session and beyond.

As you build relationships with your clients, you'll naturally spot opportunities for **cross-pollination**, connecting individuals who've experienced transformational results with opportunities for their wider teams or companies.

As the business grows, you'll play an active role in **outreach and business development**, connecting with warm leads, past clients and new opportunities.

Key Responsibilities

- Achieve and exceed sales and conversion targets with confidence and care.
- Conduct discovery calls, build rapport quickly, and convert prospects into delighted clients.
- Nurture long-term relationships and identify opportunities for referrals and company introductions.
- Provide outstanding client care at every stage of the journey — from onboarding to renewal.
- Gather and act on client feedback to continuously improve the experience.

- Conduct warm outreach via CRM and other channels to re-engage and expand our community.
- Contribute ideas and energy to a collaborative, fast-moving, purpose-led team.

Even though we are well-established, we have a start-up vibe; we expect you to have a 'can do' attitude and bring ideas to the table for consistent improvement and growth! This is the opposite of a small cog in a big wheel.

Candidate Requirements

- A **natural communicator** with high emotional intelligence and genuine warmth.
- A **proven salesperson** with a strong track record of meeting or exceeding targets.
- Motivated by both results and relationships: you care about people *and* performance.
- Excited by the idea of turning happy individual clients into advocates for their organisations.
- Organised, proactive, and detail-oriented.
- Passionate about personal growth, communication, and helping people fulfil their potential.
- Thrives in a collaborative, start-up-style environment where ideas and initiative are valued.

Benefits

- £17.50 per hour + 3% commission on all course sales (OTE £60,000-£80,000 pro rata per annum)
- Flexible hybrid working and a supportive, high-trust culture.
- The chance to do meaningful work that **transforms people's confidence and careers**.
- A warm, inspiring team who genuinely care about one another — and about the impact we make.
- Be part of something special: not just selling courses, but helping people find their voice and spread that impact wider.

Company Overview

London Speech Workshop is a world-class communication coaching company. Founded in 2008, we have delivered communication workshops to companies and individuals in London and internationally, supporting our companies to communicate with greater impact, authenticity and kindness.

We have worked with FTSE 100 companies, charities and start-ups such as EY, Disney, Salesforce, Tibet House Trust, Multiverse and many more - delivering bespoke world class communication training.

The working environment is warm and dynamic, with a kind and supportive team. Key to our ethos is that everyone feels valued and also knows they are delivering real value in the world.

Equal Opportunities

London Speech Workshop is an equal opportunities employer, and we are committed to improving the diversity of our workforce. We encourage candidates from all minority groups and will consider your application regardless of age, gender, race, religion or belief, sexual orientation, gender reassignment, disability, marital status, pregnancy, or socio-economic background.

If you don't meet all of the key requirements for this role, but you'd really like to be a part of the team, why not drop us an email to establish whether or not we can support your application with any reasonable adjustments.

About the Role

London Speech Workshop is a world-class communication coaching company that works with professionals in London and across the world; supporting them to be the best communicators they can be via our ethos of kindness and authenticity. We are looking for a talented and emotionally intelligent sales person to join our team as one of our Client Success Managers.

This role requires someone who loves communicating and providing an excellent end to end client experience. You will be the first point of call for potential clients, as they book an exploratory call with you to find out more about our product. During the call, you will find out about their communication goals, share information and book them in for an initial taster session or a course.

You will then support your individual leads throughout their whole (often transformational) journey with London Speech Workshop; aiming for a strong customer lifetime value for your clients.

Key Responsibilities include:

- Achieving sales targets in line with company conversion and revenue targets
- First point of contact for all Discovery call lead bookings in your calendar
- Providing excellent customer service to all our clients, at every stage of the client journey
- Collection and review of post-course feedback
- On-boarding of new clients and renewal of existing clients
- Outreach to clients through our CRM and warm lists

Even though we are well-established, we have a start-up vibe; we expect you to have a 'can do' attitude and bring ideas to the table for consistent improvement and growth! This is the opposite of a small cog in a big wheel.

Candidate Requirements

- Warm and personable - a team player
- An excellent communicator with high EQ
- Passionate about providing 5* customer service
- Sales experience, with an understanding of KPIs and a proven track record of hitting targets
- Passionate about helping people and the personal development industry
- Forward thinking and proactive
- Capable, organised and a high attention to detail
- Excellent time management, organisational, written, and verbal communication skills

Benefits

- £17.50 per hour + 3% commission on all course sales (OTE £60,000-£80,000 pro rata per annum)
- Flexible working environment – WFH and some flexibility around hours in line with needs of the role/business
- Contributing to making peoples' lives more fulfilled and giving value.
- Join our warm, supportive and passionate team. Finding your tribe!

Company Overview

London Speech Workshop is a world-class communication coaching company. Founded in 2008, we have delivered communication workshops to companies and individuals in London and internationally, supporting our companies to communicate with greater impact, authenticity and kindness.

We have worked with FTSE 100 companies, charities and start-ups such as EY, Disney, Salesforce, Tibet House Trust, Multiverse and many more - delivering bespoke world class communication training.

The working environment is warm and dynamic, with a kind and supportive team. Key to our ethos is that everyone feels valued and also knows they are delivering real value in the world.

Equal Opportunities

London Speech Workshop is an equal opportunities employer, and we are committed to improving the diversity of our workforce. We encourage candidates from all minority groups and will consider your application regardless of age, gender, race, religion or belief, sexual orientation, gender reassignment, disability, marital status, pregnancy, or socio-economic background.

If you don't meet all of the key requirements for this role, but you'd really like to be a part of the team, why not drop us an email to establish whether or not we can support your application with any reasonable adjustments.