

<b>Role:</b>	<b>Customer Retention Specialist</b>
<b>Department:</b>	<b>ICT Service Management</b>
<b>Salary:</b>	<b>From £30,000 per annum</b>
<b>Responsible to:</b>	<b>Customer Manager</b>

### Job Purpose:

Ensure high rates of customer retention for Cantium customers through successful customer engagement and building strong relationships with key decision makers. Understand the benefits of Cantium's services and be able to match these effectively to customer needs.

Working autonomously to ensure timely contact with customers to discuss their needs and negotiation of new contracts to drive increased revenue streams.

### Main duties and responsibilities:

- i. Responsible for the creation, development and maintenance of high performing, business critical relationships with a range of high profile and key customers and stakeholders.
- ii. Responsible for proactively liaising with and securing renewals for large trusts and collaborations.
- iii. Respond proactively and creatively to all queries to build upon strong and lasting business relationships.
- iv. Responsible for ensuring all customers are notified in a timely and proactive manner of contract renewals and working with them to enable an effective and satisfactory renewal.
- v. Responsible for the preparation and accuracy of renewals for all services and ensuring they are completed within fast paced and demanding timescales.
- vi. Lead on the negotiation with customers on the terms of their contract renewal and ensuring maximising income potential whilst evidencing value for money and core benefits to customers with accountability for the maintenance of high levels of revenue.

- vii. Responsible for ensuring that all customer queries and service issues are resolved in a proactive and timely manner. Providing suggestions and recommendations for resolutions to more serious and complex matters to the Customer Manager whilst maintaining accountability for the ongoing customer relationship.
- viii. Cantium customer service ambassador and champion, ensuring exceptional customer service is provided in all interactions whilst proactively reviewing service levels and contract provision.
- ix. Key point of contact and facilitator working with the wider retention team to ensure communication is insight driven by providing regular, accurate updates and reporting on renewal status to Customer Manager.

## Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company's people strategy.

## Description of Business

The company is dynamic and agile and is built on a service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and reinforce the company's reputation for delivering high quality back office services to its customers.

## Person Specification

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<b>Qualifications</b>	<ul style="list-style-type: none"> <li>ITIL Foundation or willing to study towards.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working with a wide range of customers.</li> <li>Experience of developing strong customer relationships with senior business stakeholders.</li> <li>Experience of negotiating contract renewals valued at circa £1m.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Strong stakeholder management skills</li> <li>Strong negotiation skills.</li> <li>Ability to balance competing priorities.</li> <li>Good problem-solving and analytical skills with a strong sense of ownership.</li> <li>Ability to deliver customer service excellence.</li> <li>Deal with challenging customers and be able to overcome objections.</li> <li>Ability to confidently present to customers.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Understanding of contracts and associated terms and conditions.</li> <li>Proficient in the use of Microsoft Office.</li> <li>Understanding of core HR, IT and finance services.</li> <li>Knowledge of standard terms and conditions in service contracts.</li> </ul>