



Customer Success Director, Idox Group

Professional Services and Customer Engagement

Home based, with travel

About the role

Idox is recruiting for a Customer Success Director to join the leadership team of our Software businesses, headquartered in the UK. Idox plc is an AIM listed company. Please follow the link for further information: <https://www.idoxgroup.com>

The Customer Success Director will work across all our Divisions within the Group. This is a dynamic role, at the heart of customer engagement and success, ensuring that we deliver a great customer experience and holding responsibility for the contribution of significant revenues across the group. The post holder will report directly to the Group Chief Operating Officer and work closely with other members of the Idox Senior Leadership Team. You will have oversight of an extensive team of Project Managers, Software Consultants, Technical Resources and Service Desk Agents in the UK and Pune.

We would like to hear from you if you already have experience of the very latest and best delivery and client engagement methodologies. You should have seen through successful continual improvement and change management programmes to implement innovative change and refresh your teams and client base. With Idox, you will be expected to create and finely tune resource management processes so that we can optimise our utilisation at the same time as delivering effective outcomes – prioritising a great experience for our customers.

We are looking for an experienced leader who understands the disciplines of performance management, is able to coach others through change and improvement initiatives and is able to deliver to goals and financial targets. You will own a P&L for your collective teams and will be expected to provide the right balance of quality and benefits to our customers and colleagues. In return, Idox will support continuous professional development for you, further leadership opportunities as well as provide a great salary and reward package. Idox benefits and culture support wellbeing and flexible working.

Key responsibilities:

- Management of delivery teams – c. 200 staff, 1,000+ projects/engagements per annum
- Oversee performance and growth – quality, capacity and utilisation rates, revenue and profitability
- Establish effective mechanisms and review processes to enable oversight on performance (governance, oversight of revenue recognition, resource & utilisation modelling)
- Programme and project planning, lead resource management initiatives
- Change and transformation, directing and coaching teams on best practice
- Client deliverables – take responsibility for billing, revenue recognition, utilisation, implementation of products, solutions and customised work
- Keep management information, performance data for analysis and reporting to senior leadership group
- Quality control; governance of client work and scope, time, budget and performance
- Ensure high quality of communication between teams, finding efficiencies and collaborating across the business, fully utilising Marketing and Corporate Services colleagues

- Champion Idox innovations and best practice with client user groups; gather actionable market insight and work with Product Teams to improve solutions
- Lead initiatives for upselling services, cross-sales with co-creation of ideas and improvements with clients. Thought leadership
- Uphold and adhere to Idox Information Security policies and protocols.

To be successful you'll need to bring:

- Experience in management of teams to a relevant scale, including direct reports at management level
- Confidence in leadership; a great communicator and motivator using a range of methods to achieve this
- The ability to run professional services teams to deliver high quality projects on time and in budget
- Ability to run a complex services organisation, collectively achieving clear Service Level Agreements
- Energy to revise, lead, improve teams and operations
- Ability to lead Executive Team regarding planning and setting goals, contribute ideas, inventions for continuous improvement in your area of responsibility
- Sustainable and effective programme and project control disciplines
- Positivity to achieve ambitions, revenues, margins, efficiencies within the business
- The ability to uphold high standards of knowledge capture, communications and compliance across the business.

Additional desirable qualities:

- Understanding of Software business operations, B2B or consulting to Government
- Pre- and post- sales consulting and customer success experience
- Experience of delivery of transformational change to customers, via on-site and remote teams
- Strong relevant business education which includes evident understanding of Technology sector.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 600 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism

We shape our future



Responsibility

We are accountable for our actions



Integrity

We do the right thing



Valued

We value each other



Excellence

We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to **join.us@idoxgroup.com**

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>