

British Pharmacological Society (BPS) Job Description

February 2025

Job Title:	Customer Success Officer
Reporting to:	Sales Manager
Grade:	F
Contract:	Fulltime, permanent
Responsible for:	Ensuring customers are utilising the BPSA platform and services and making the most of their subscriptions. Renewals processes, including contracting and invoicing. Administering BPSA customer user groups, including producing newsletters and updates.
Location:	BPS offices, Angel Gate, London. This role may involve some work outside the normal 9-5pm 5 day working week. Flexible working is provided to accommodate unusual working hours and TOIL given when appropriate.

Overall Objective of the British Pharmacological Society

The Society's objective is to promote and advance pharmacology, including clinical pharmacology. It constantly changes to achieve its aim and this role contributes to that innovation and change.

Overall Objective of the Job

To ensure that customers utilise the BPSA system successfully by actively contacting new and existing customers offering support and suggestions relevant to their situation. To be an expert within the team on the BPSA products and how they can be used. Provide administrative support to the Head of Commercial Operations and Sales Manager, particularly around the renewals process.

Main Tasks & Responsibilities

Customer Relationship

- Under the guidance of the Sales Manager, take the lead on customer renewal processes, including contracting and invoicing.
- To be involved in new customer onboarding, including invoicing new customers where appropriate
- To ensure that the needs of new customers are understood by the delivery team.
- Regular checks to ensure customers have the right products, have the knowledge and skills to make the most out of what they've bought and are getting the service that they need to deliver the product to the users
- Identification of improvements and new products desired by customers
- Run user groups and produce emails or newsletters to advertise new products and improvements
- To be an expert user of the CRM system

Exam Delivery

- Take responsibility for several customers' delivery processes, in collaboration with the Assessment Delivery Officer
- Participate in the delivery of the national UK PSA as directed by the Head of Operations
- First line support desk, along with the rest of the BPSA team

- To provide training sessions to customers to assist them in using the platform, and to keep all training materials up to date with platform improvements
- To record customer feedback and analyse this information to understand customer and other stakeholder requirements and feed this back to the wider team
- To work positively as part of cross-departmental teams, taking on roles within projects across the organisation; sharing insights gained from this work with the BPSA team
- To build and maintain excellent working relationships with contractors and consultants contributing content and expertise to the BPS

Technical

- Working with the Head of Commercial Operations and technical suppliers to identify, specify requirements, assist in the implementation and testing of platform improvements.
- By working with the wider team, ensure prompt resolution of any issues, either technical or content, as raised by customers;
- To regularly log and communicate any faults with the platform or problems with content to ensure remedies are actioned promptly

Other

- Ensure that any other duties as required and directed by the Senior Leadership Team and Head of Commercial Operations to ensure the effective function of the BPS office and secretariat are undertaken.
- In the absence of the Sales Manager and/or Assessment and e-learning Delivery Officer, to ensure that cover is provided as required.

Deliverables

- High degree of customer satisfaction from candidates and institutions.
- High customer retention rates
- High customer engagement with user groups and newsletters
- Adhere to the Society's Data Handling Policy, and related policies and procedures by ensuring personal and sensitive data of individuals, particularly members is protected.

Person Specification

Skills and experience	
Essential skills:	<ul style="list-style-type: none"> • Excellent organisation, prioritisation and administrative skills • Excellent customer-facing skills • Excellent communicator, oral and written • High computer literacy and able to learn new systems quickly
Experience:	<ul style="list-style-type: none"> • Experience of using CRMs, ideally Microsoft Dynamics • Experience of working in the medical education or eLearning sectors • Experience of running user groups or writing newsletters • Experience of managing customer requests and requirements
Behavioural competencies:	<ul style="list-style-type: none"> • Effective self-motivation. • Good communicator, written and oral • Excellent teamwork and relationship building skills. • Adaptable and flexible to changing business and customer needs