

talking talent

Job Title	Client Success Director
Division	Client Success, UK Based
Reporting to	Global Head of Client Delivery
Contract Type	Permanent, full-time (flexible and part time working considered)
Location	Remote

About Talking Talent

At Talking Talent, for over 20 years, we've helped some of the world's biggest brands build inclusive, fair, and opportunity-filled work environments. We are a coaching consultancy on a mission to inspire more equitable and inclusive work environments where no aspect of any individual's identity gets in their way.

Role Overview

The client success director is responsible for delivering exceptional service and support to clients and other external stakeholders. Working as part of a dynamic team you will lead the implementation of client success strategies that drive the retention and satisfaction of clients. Reporting directly to the Global Head of Client Delivery, you will be responsible for managing the smooth and successful execution of assigned projects including all aspects of project planning and broader account and relationship management.

Partnering with counterparts in the sales team you will be proactively understanding the client stakeholder landscape and identifying opportunities for account expansion. This position requires an emotionally intelligent individual with strong business acumen who is skilled at managing account details and developing strategic relationships. The ideal candidate will have a proven track record of managing a team and a large portfolio of clients, with high retention and satisfaction metrics.

Key Responsibilities

Strategic Client Leadership

- Own and develop a portfolio of strategic client relationships, delivering an exceptional client experience that drives retention, impact and account growth.
- Develop and execute strategic account plans, identifying opportunities to deepen relationships, expand our work and achieve agreed growth targets.
- Build trusted relationships with senior client stakeholders, developing a strong understanding of their priorities, challenges and evolving needs.
- Partner with Sales, Coaching, Product and other teams to ensure high-quality, joined-up delivery throughout the client lifecycle.

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- Use client insight, data and impact measures to demonstrate value, strengthen relationships and inform opportunities for future growth.
- Bring Talking Talent's products, expertise and point of view to life for clients, connecting their needs with relevant solutions and opportunities.

Team Leadership

- Lead, develop and manage a high-performing team of Client Success Coordinators, setting clear expectations and accountability while coaching and empowering individuals to perform at their best.
- Ensure the team consistently delivers a high-quality client experience, with effective planning, coordination and execution across client programmes.

Business Improvement

- Identify opportunities to improve Client Success systems, processes and ways of working, increasing efficiency, consistency and scalability without compromising the client experience.
- Lead strategic internal improvement projects, working cross-functionally to translate opportunities into practical and sustainable changes.
- Champion and role model a customer-first mindset, using client insight to influence how we improve our services and ways of working across Talking Talent.

What We're Looking For

Essential Experience & Skills

- Significant experience managing and growing a portfolio of complex, strategic client accounts, with a strong track record of retention and commercial growth.
- Strong account, programme or project management experience, with the ability to manage multiple priorities and deliver consistently to a high standard.
- Proven people leadership experience, with the ability to build, develop and get the best from high-performing teams.
- Excellent relationship and communication skills, with the confidence to build credibility and influence stakeholders at all levels.
- Strong commercial judgement and the ability to turn complex information, client insight and data into clear decisions and actions.
- A proactive, results-oriented approach, with the resilience and judgement to navigate challenges and drive things forward.
- Strong understanding of coaching and DEI, with the ability to confidently represent Talking Talent's expertise, services and product offering.
- Genuine curiosity about our clients, our market and the evolving trends shaping their needs

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What we can offer:

We offer a range of benefits including:

- Discretionary annual bonus eligibility
- Pension scheme
- 25 days holiday (FTE) excluding Bank Holidays
- 6 days wellbeing leave (FTE)
- Flexible working
- Business closure between Christmas and New Years Day
- Employee Assistance Programme
- Remote first hybrid working
- The opportunity to experience and contribute to the success of a fast-growing, PE backed organisation.

Working at Talking Talent

This is a hybrid role with occasional travel for client meetings and in-person team days.

Talking Talent is an Equal Opportunity Employer. We provide equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, religion, sex, disability, sexual orientation, age, marital status, maternity and pregnancy and gender reassignment.