

**Company:** IAM Experts Ltd  
**Location:** UK  
**Role:** Customer Success Manager  
**Job Type:** Full-time, Permanent, Hybrid working

## Customer Success Manager

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### About IAM Experts:

IAM Experts is a leading consultancy firm that provides professional services in Identity Access Management (IAM) to organisations worldwide. With over 17 years of industry recognition, we are committed to delivering expertise and dedication to every project. Collaborating with established leaders and emerging vendors, we stay ahead through continuous technology watch. Operating across three continents with offices in the UK, France, India, and South Africa, our diverse team is proficient in 5+ languages, supporting clients globally. We take pride in our international reputation and rely on the support of over 350 valued consultants in the IAM space. In our dynamic environment, we promote open communication, respect, trust, and ongoing improvement.

Interested in joining our team of skilled professionals? We are currently seeking a UK based **Customer Success Manager** to own client relationships, drive retention, and ensure seamless delivery of IAM consulting and managed service engagements. In this role, you will serve as a trusted advisor to our clients, partnering with internal teams to deliver exceptional service and long-term value.

### Role Overview:

The ideal candidate will have a background in B2B customer success or account management, excellent stakeholder management skills, and the ability to operate in a fast-paced consulting environment. A solid understanding of IT services - especially cybersecurity or IAM is highly preferred.

As a Customer Success Manager, you will be responsible for managing a portfolio of IAM Experts' clients, ensuring the highest levels of satisfaction, retention, and account growth. Acting as the primary point of contact, you will oversee service delivery, support renewals, facilitate communication between clients and internal teams, and identify expansion opportunities (upsell or cross-sell). You will work closely with delivery leads, consultants, and senior management to ensure successful project outcomes and long-term partnerships.

## JOB DESCRIPTION

### ROLE PERFORMANCE

#### Key Responsibilities

- Serve as the primary point of contact for a portfolio of strategic clients, building strong and trusted relationships.
- Understand client objectives, requirements, and IAM maturity to guide them through their transformation journey.
- Conduct regular meetings, service reviews to ensure satisfaction and address risks or challenges.
- Monitor delivery progress in collaboration with internal teams, escalating issues where necessary and ensuring timely resolution.
- Manage contract renewals and support commercial discussions, including upsell and cross-sell opportunities.
- Maintain accurate account documentation, CRM updates, and forecasting data.
- Prepare reports, health checks, and insights to support client decision-making and continuous improvement.
- Coordinate with consultants, project managers, and partners to align on scope, resources, and client expectations.

#### Knowledge & Skills - essential

- 3–5+ years of experience in Customer Success, Account Management, or Client Services in a B2B environment.
- Experience in IT, cybersecurity, consulting, or SaaS; IAM experience is a strong plus.
- Excellent verbal and written communication skills, with the ability to manage senior stakeholders confidently.
- Strong organisational skills and the ability to manage multiple clients and priorities simultaneously.
- Analytical mindset with strong problem-solving abilities and attention to detail.
- Proactive, solution-driven approach with a commitment to client satisfaction.
- Up-to-date skills with CRM systems and Microsoft Office Suite.
- Proficient in English; French is a plus.

**Work Style: Hybrid**

This is a full-time position, Monday to Friday, working remotely with an in-person team meeting once per month in our Paddington office in London.

***Please note, you must be authorised to work in the United Kingdom. We do not currently offer visa sponsorship for this role.***

**Contact:**

If you want to be part of our dynamic and talented team, please submit your CV and cover letter outlining your experience to [careers@iamexperts.org](mailto:careers@iamexperts.org).

Applications will be reviewed on a rolling basis until the position is filled. IAM Experts is an equal opportunity employer and values respect, diversity, inclusivity, and fairness in the workplace.