

Roles and Responsibilities: Customer Success Manager

About Us

Neural Alpha is an award winning sustainable fintech technology provider applying innovation to complex sustainability requirements for financial institutions, corporates and NGOs. With a history of developing bespoke software and datasets leveraging the latest data science, big data, machine learning, data visualisation and financial analysis techniques the company is now expanding its flagship SaaS product in new markets.

We are a recognised thought leader in applying frontier AI techniques including Large Language Models within our flagship SaaS product - a platform used by large financial institutions and corporates to rapidly deliver detailed, context rich, decision ready analysis and data at scale.

Position Overview

The **Customer Success Manager** will play a pivotal role in identifying, successfully onboarding and supporting new platform customers, ensuring these customers get the best out of the product. This is an exciting and dynamic role blending marketing and promotional activities with customer success management. The right candidate will be excited at the prospect of showcasing our unique capabilities, attending industry events and tailoring solutions

Key Responsibilities:

1. Customer Success, Relationship Management & Onboarding

- Lead and support successful onboarding of new customers by setting up trials, running pilots, capturing requirements, delivering user training and delivering bespoke features and solutions.
- Deliver consultancy research and advisory services where required using Responsible Capital.
- Participate in client meetings, presentations, and workshops as needed.
- Provide inputs to the product roadmap and collaborate with the Engineering team to ensure new client requirements are delivered effectively.

2. ESG Research, Analysis & Consultancy

- Conduct thorough research on sustainability and environmental, social, and governance (ESG) topics, focusing on trends, regulations, and industry best practices for both marketing and project consultancy requirements.
- Analyse ESG data to provide actionable insights and recommendations for clients and internal stakeholders.
- Prepare detailed reports, whitepapers, and case studies that address key topics and opportunities for different industries.
- Stay informed about global ESG frameworks and standards, such as ISSB, TNFD, CSRD, EU Taxonomy, SFDR etc.

3. Marketing Content Development

- Write articles, newsletters, blogs, videos / screen recordings and social media posts that highlight the consultancy's expertise and the benefits of the Responsible Capital platform.
- Develop thought leadership pieces that establish the consultancy as a trusted voice in the ESG and sustainable fintech space.

4. Business Development and company promotion

- Be interested in speaking at industry events, webinars, participating in industry working groups, roundtables, conferences etc.
- Participate in proposal writing, bids and quotation development for Responsible Capital implementations.

Desirable experience:

- Academic background with exposure to environmental / sustainability or professional development qualifications in sustainability e.g. CISL, CFA ESG etc.
- 1-2 years professional experience
- Knowledge & experience working in the financial industry
- Experience in client onboarding / relationship management and business development

Locations

Our preference is for this to be a London based role out of our Kennington office with the expectation of 2 days a week spent in the office or at events, client site or other locations with the remainder working from home.

Company Benefits

- Annual discretionary bonus scheme
- Flexible working practices with a focus on remote working
- 25 days starting holiday
- Eligibility to company share options scheme after passing 6 month probationary period

Hiring Process

1. Initial Interview
2. 2nd Interview & Technical exercise
3. Final interview & exercise feedback