Women@Tech

Customer Success Manager, Mentoring Programme

About Women@Tech

Women@Tech is a **volunteer-led** UK organisation, dedicated to connecting, developing, and advocating for women in technology, with the backing of our industry-leading member companies. Driven by women and allies working within the most influential Tech companies in the UK, we deliver a unique blend of mentorship and development programmes; networking events; and advocacy initiatives, to improve representation and progression of women within the Tech sector. Together, we are leading the charge towards a more diverse, equitable, and inclusive future for all in the Tech industry.
For more information, please visit our [website](#).

Women@Tech is looking for a proactive and highly professional **Customer Success Manager** to serve as the face of our participant experience. In this role, you will be the dedicated point of contact for our cross-company mentoring programme, ensuring that every mentor and mentee feels supported, engaged, and empowered.

The Role

As the Customer Success Manager, you will own the end-to-step participant journey. Your primary mission is to manage all program communications and resolve issues swiftly to maintain high levels of engagement. You will act as a problem-solver who uses initiative to enhance the programme's value, directly impacting our core metrics of **participant engagement, retention** and **Net Promoter Score (NPS)**.

Key Responsibilities

- **Participant Advocacy & Support:** Serve as the primary "go-to" person for all programme inquiries, providing professional and timely support via the mentoring inbox.
- **Experience Management:** Ensure a brilliant experience by providing clear guidance on programme resources, best practices, and guidelines.

- **Proactive Problem Solving:** Identify and resolve potential barriers to engagement, triaging complex issues to the right stakeholders when necessary.
- **Performance Tracking:** Monitor and analyse NPS and participant feedback to identify trends and implement solutions for ongoing programme improvement.
- **Retention Focus:** Drive initiatives that keep participants active and engaged throughout the duration of the programme.

Who You Are

- **A Master Communicator:** You possess excellent written and verbal communication skills with a high degree of professionalism.
- **Independent & Proactive:** You are a self-starter who can work with minimal supervision and has the initiative to solve problems before they escalate.
- **Highly Organised:** You have a strong eye for detail and can prioritise tasks effectively in a fast-paced environment.
- **Mission-Driven:** You are passionate about developing and advocating for women in the technology sector.

Time Commitment & Application

- **Commitment:** Approximately **2-3 hours per week**.
- **Meetings:** Attendance at biweekly Mentoring Programme team meetings and monthly Women@Tech Committee meetings. Peak planning season may require more virtual syncs with the team.
- **To Apply:** Please submit a CV and cover letter to **Keran Spetch** at keranspetch@gmail.com

Interviews: to be hosted in Feb