

Job Title: Enterprise Customer Success Manager

Locations: London or Cardiff

Hybrid Working: Up to 2 days per week in the office

About Sonovate

Sonovate is redefining the future of work through intelligent financial infrastructure. As a technology-first fintech, we power the contingent workforce economy with scalable, automated funding and workflow solutions that help businesses grow with confidence. Our platform combines embedded finance, automation and seamless integrations to unlock efficiency, flexibility and growth for our customers.

Looking ahead, we're focused on building long-term value and creating structural advantage for businesses in a rapidly evolving world of work. Our ambition is to continually innovate, strengthen our foundations and explore new opportunities that make Sonovate an indispensable partner for organisations everywhere. If you're motivated by shaping the future and delivering impact at scale, you'll thrive here. Join us as we power the next generation of work.

Role Overview

Growth and retention of our existing Enterprise Customers is a core strategic priority for Sonovate as they account for a considerable portion of the revenue generation for Sonovate, c.85%, sits with our existing customers, thus the growth of our back book is essential to our future success.

We are looking for an Enterprise Customer Success Manager to join our Enterprise Business Unit. You will be a key member of our talented, ambitious, and commercial team, responsible for retaining and growing a portfolio of enterprise customers across Sonovate's full product suite.

Working closely with our market-leading technology platform, the wider CSM team, and shared services functions, you will strategically manage customer relationships, deliver service excellence, and drive meaningful outcomes for both our customers and Sonovate.

Key Responsibilities

- Act as the primary point of contact for a portfolio of high-value enterprise customers, handling escalations and complaints to deliver strong outcomes for both the customer and Sonovate
- Build strategic, long-term relationships through regular customer visits, business reviews, surveys, and tailored solutions aligned to their objectives
- Use in-depth data analysis to evaluate portfolio performance and shape commercial decisions
- Partner with Sales, Underwriting, and Onboarding to support the customer journey from pre-sale through to steady state

- Manage risk proactively by monitoring ledger performance and working closely with Credit Control, Underwriting, and Risk teams
- Identify growth opportunities within your portfolio, including referrals, fee renegotiation, and expansion across Sonovate's product suite
- Represent Sonovate at industry events and develop networks that strengthen customer advocacy and market knowledge

Experience

- Past experience in portfolio management within an invoice finance/ABL, trade, or debt funding environment with proven delivery
- Proven experience in relationship management, with the ability to build trust and influence at a senior level
- Experience engaging and working with or supporting customers with a turnover in excess of £15M
- Proven experience in delivering customer-focused solutions based on finding innovative ways to improve the service delivered to customers
- Experience working within an environment of adoption of new processes/policies and/or consistent product change
- Experience working within a fintech with an understanding of process and/or end-to-end customer success journeys
- Proven ability to interpret complex financial accounts to identify both financial needs and manage portfolio risk
- Proven strong negotiating skills with the ability to defend pricing for the business whilst balancing service and profitability for the customer
- A comprehensive understanding of risk management and proven experience of ensuring own/others' compliance with relevant regulatory processes

What will you get in return?

- 28 days holiday + bank holidays
- Private medical insurance with Bupa
- Employee Assistance Programme
- Techscheme with Apple and Currys PC World
- Cyclescheme
- Working with latest technologies and leading SaaS providers
- Eye care vouchers with Specsavers

- 50% discounted gym membership
- 50% off mobile apps (Calm, Duolingo, Audible, Les Mills)
- 2 days charity leave per year
- You'll work for a company that is passionate about personal development and a strong community focussed culture

Sound interesting?

If your answer is 'yes' then please email alex.morrell@sonovate.com

If you require any reasonable adjustments to support you during the interview process, please let our Talent Acquisition Partner (Alex Morrell) know and we'd be happy to help!

We know that diverse teams are strong teams. We promote a diverse, inclusive and empowering culture and are committed to recruiting, retaining and developing all our employees

Please note: All successful applicants who are offered a role at Sonovate will be required to pass background screening checks before starting with us. These checks will include National ID Checks, Right to Work, Employment References, Adverse Financial History, Criminal Record, Global Sanctions, Bankruptcy checks. Our Talent Acquisition team will be able to run you through these in detail at the early stage of your application