

Job Title: Customer Experience Consultant

Contract: Fixed-Term Contract (12 months)

Location: Cardiff - (Hybrid working)

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

Sonovate is looking for an enthusiastic team player who is obsessed with delivering exceptional customer success and support. This is an exciting opportunity to join a fast-paced, high-performing team dedicated to helping recruitment businesses scale with confidence. As a Customer Experience Consultant you will be a key player in enhancing the Sonovate customer journey, where a brilliant customer experience fuels both reputation and growth, for us and our clients. You will champion client success and retention, provide exceptional service at every stage of the customer journey, manage a variety of service-related tasks across multiple Sonovate products and build strong, long-lasting client relationships through effective communication. This is a KPI-driven role where you will be rewarded directly based on the impact you have on service ticket resolution, active customer growth, customer satisfaction and proactive customer engagement.

Key Responsibilities

- Onboard new customers onto the Sonovate platform and guide them through initial setup
- Gain expert level knowledge of our product and market
- Become an expert user of the Sonovate portal to guide and support clients

- Manage and prioritise multiple customer service queries via email, telephone and our online ticketing system
- Coordinate the reviews of credit applications
- Ensure the completion of checks for fraud protection are completed to a high standard and in a timely manner
- Review funding requests against set criteria in order to make funding decisions
- Deliver outstanding customer service by managing relationships to ensure clients are getting the best service for their business
- Display outstanding communication skills in all verbal and written communication with clients
- Identify and evaluate risks within the portfolio (including errors, fraud and inappropriate procedures) ensuring business controls are in place to minimise exposure to risk
- AI-Enhanced Operational Excellence

Key Skills

- Strong organisational and time management skills, with the ability to multi-task and prioritise
- Excellent communication, both verbal and written, across phone, email, our platform and ticketing systems
- Proactive relationship management and a genuine customer-first mindset
- Ownership and accountability, comfortable handling inbound and outbound contact across a wide range of scenarios
- Experience of providing outstanding customer service
- Experience within a commercial environment (desirable)
- A degree in a related subject such as Business, Finance or Economics (desirable)

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 click apply to find out more!

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