Customer Success Manager

To apply, please send your CV and a covering letter to careers@thefargogroup.com.

Internal summary

Customer Success Manager — Responsible for helping Fargo UK customers achieve measurable value after the sale. Owns success plans, adoption, health monitoring, QBR cadence, and renewal readiness for an assigned book of business. Surfaces expansion signals to the Customer Growth Manager. Feeds product insight back to Product. Protects gross retention.

Role title	Customer Success Manager
Reports to	Customer Success Delivery Lead
Primary mandate	Drive adoption, protect retention, and ensure Fargo UK customers achieve value post-go-live

Role purpose

The Customer Success Manager owns the customer relationship post sale.

This role drives adoption, runs QBRs, manages health scoring at account level, protects retention, and surfaces expansion signals for the Customer Growth Manager. This is not a sales role. It is not a support role. The CSM makes customers successful, so they renew and grow.

The role is critical to Fargo UK's retention engine. Every percentage point of gross retention flows directly into NRR and enterprise value. The CSM is on the front line of that.

This person will manage a defined book of business, build success plans for each account, run a regular customer cadence, and act as the early warning system for churn risk.

Context

Fargo is building a specialist intermodal software platform. Its strategic focus is clear:

TMS for anything in motion. TOS for anything sat still. Growth across the UK base. Expansion through product penetration, network effects, and customer value delivery.

The CSM role exists because Fargo UK's customers need more than break/fix support. They need a partner who helps them adopt the platform, measure the value, and plan the next step. That partner is the CSM.

Key responsibilities

1. Own customer success plans

- Build and maintain success plans for each account: goals, milestones, risks, owners.
- Use the plan to drive structured conversations rather than reactive check-ins.

2. Drive adoption and time to value

- Monitor engagement, workflow adoption, and enablement needs.
- Intervene when adoption stalls. Identify what is blocking value.

3. Run the customer cadence

- Deliver check-ins and QBRs per agreed cadence.
- QBRs are outcome-focused: value delivered, roadmap ahead, risks, next steps.

4. Monitor and report account health

- Update health scores. Flag at-risk accounts weekly in CS Team Sync.
- Trigger 120-day renewal readiness. No renewal should be a surprise.

5. Protect gross retention

- Spot churn signals early. Execute the save playbook within authority.
- Escalate above threshold to the CS Lead.

6. Surface expansion signals

- Identify whitespace, upsell triggers, and multi-product opportunities.
- Pass qualified signals with context to the Customer Growth Manager. Do not sell.

7. Feed product insight

- Log feature requests, pain points, and workarounds.
- Contribute to the monthly CS feedback digest.

8. Contribute to the knowledge base

- Create and update articles for commonly utilised, underutilised or misunderstood areas

Key outcomes and success measures

Commercial	Customer	Strategic
• Gross retention for portfolio • Renewal readiness (120-day flag compliance) • Expansion signals passed to BDM	• NPS for portfolio • CSAT for portfolio • Customer health scores kept current	• QBR cadence compliance • Success plan coverage • Product feedback quality

Critical KPIs: Gross Retention (%) for the assigned portfolio. This single metric captures whether the CSM is keeping customers healthy, adopted, and renewing.

Key internal relationships

The role works closely with the Customer Success Delivery Lead (performance, escalation, QBR calibration), Customer Growth Manager (expansion signal handoff, account context), Support Manager (Sev 1/2 customer comms, ticket patterns), Deployment team (Day 31 handoff, go-live quality), Product (feature requests, discovery input), and the Sales Team (sale-to-CS context transfer).

What good looks like after 12 months

- Book of business assigned and success plans in place for all accounts.
- QBR cadence running and compliance tracked.
- Health scores current for all accounts.
- Renewal readiness process reliable — no surprises.
- 21-day implementation target being hit consistently across new deployments.
- Expansion signals flowing to BDM regularly.
- Product feedback loop contributing to roadmap decisions.
- Gross retention for portfolio on track.
- Recognised by customers as their primary Fargo contact post-go-live.
- Knowledge base contributions measurable.

Role boundaries

This role does:

- Own success plans, adoption, and health for portfolio.
- Run QBRs and customer check-ins.
- Flag at-risk accounts and execute save playbook.
- Surface expansion signals to BDM.
- Feed product insight to Product via the feedback loop.
- Contribute to the knowledge base.

This role does not:

- Sell — no quota, no expansion target (that is the BDM).
- Resolve support tickets (that is Support).
- Own pricing or commercial terms (that is CS Lead / Commercial Director).
- Make product commitments to customers.

It is a value delivery role, focused on making customers successful so they renew and grow.