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Customer Experience Manager

About Bright Ascension

We are a fast growing, innovative company changing the way that software is developed in the space industry. With customers across the world, ranging from universities and space agencies, to commercial organisations and start-ups, our core technologies enable our customers to develop and operate space-based systems and services faster, cheaper and more reliably. Innovation is at the heart of what we do and it is our team which drives that innovation; this is reflected in our commitment to employee ownership, which gives all of us a voice, and a stake, in our current and future success. With offices in Dundee, Edinburgh and Bristol we now have 50 members of staff and plans to expand over the next 12 months. We are at a very exciting time in our ambitious growth plans and have fantastic opportunities for talented individuals to join our team.

Job summary

We are looking for an experienced and motivated Customer Experience Manager to join our Customer Delivery & Operations team.

As a key member of our team, you would be responsible for ensuring the satisfaction, retention, and commercial growth of our customers by proactively managing relationships, understanding their needs, and driving the adoption of our satellite software solutions.

Working with satellite operators, manufacturers, and partners, the Customer Experience Manager will serve as the primary point of contact post-sales, providing a best-in-class customer service experience that will enable our customers to derive maximum value from our products and services while identifying opportunities for expansion. This role requires a blend of technical acumen, commercial awareness, customer first attitude, and strong interpersonal skills to bridge the gap between customer requirements and our software capabilities.

The Customer Experience Manager will also be present from the beginning of the customer journey (pre-sales), assisting the sales team and providing continuity for the customer relationship through to onboarding.

We see this role as being full time, although this is negotiable. Ideally we would like this role to be based in Edinburgh on a hybrid basis, to allow for regular interaction with the teams responsible for Product Management, Finance, Business Development, Sales and Marketing.

As a member of the Customer Delivery & Operations team your key responsibilities would be:

Customer Relationship Management

- Serve as the primary post-sale contact for customers, ensuring smooth onboarding, training, and integration of software solutions
- Develop and maintain strong, long-term relationships with key stakeholders within customer

organisations

- Act as a trusted advisor in the management of customer relationships, providing insights and recommendations to optimise customers' use of our software
- Regularly engage with customers to assess satisfaction, usage, and potential challenges, resolving issues proactively

Commercial & Growth Focus

- Identify and drive upsell, cross-sell, and renewal opportunities, working closely with the sales and product teams
- Track customer usage and business needs to identify opportunities for additional services, new feature adoption, or expanded usage
- Negotiate renewals and expansion contracts in alignment with commercial targets
- Provide customer feedback to the product and engineering teams to shape the product roadmap and ensure market fit

Technical & Support Liaison

- Lead the first and second line technical support team, facilitating collaboration and liaison with 3rd line product and services engineering teams to address customer queries or issues efficiently
- Guide customers through software implementation, integration, and best practices to maximise operational benefits
- Support the customer facing team of Application Engineers in the provision of training sessions, providing structure and guidance on the tools and assets used in its delivery
- Stay up to date with satellite industry trends and developments to anticipate customer needs and challenges

Process & Performance Management

- Ownership and continued improvement of the Customer Support & Maintenance Model; including customer success processes, playbooks, and engagement strategies
- Maintain accurate records of customer interactions, satisfaction levels, and commercial opportunities in CRM systems
- Monitor key customer success metrics, including retention rates, churn risk, and revenue growth

Essential skills and experience

We see experience with the following as essential to the job:

- Previous experience in customer account management
- Understanding of satellite operations, satellite ground segment software, or satellite mission planning

- Familiarity with satellite communication protocols, telemetry data, or mission control software
- Ability to interpret technical documentation and translate technical concepts for non-technical stakeholders

Personal skills

We're especially looking for someone with the following skills and experience:

- Previous experience in developing and executing on a customer success strategy
- Strong communication and interpersonal skills, with the ability to engage effectively with technical and commercial stakeholders
- Excellent problem-solving abilities, with a proactive approach to identifying and resolving customer challenges
- Commercial mindset, with a track record of identifying revenue opportunities and negotiating renewals
- Highly organised with strong project management skills and the ability to manage multiple customer accounts
- Experience with managing, leading and developing teams
- Self-motivated and able to work independently while collaborating across teams

Desirable skills and experience

We think that the following skills would definitely be valuable in this role:

- Experience in a customer-facing role within the satellite, aerospace, or telecommunications industry
- Knowledge of cloud-based software deployment and SaaS business models
- Experience using CRM tools such as Salesforce, HubSpot, or similar platforms
- Ability to conduct software demonstrations and training for customers
- Familiarity with scripting languages (e.g., Python) or data analysis tools used in satellite operations
- Experience working with software platforms, APIs, and integration workflows

What we can offer you

- A competitive salary in the range of £45k-£55k depending on experience, with regular reviews
- A fantastic opportunity to join a growing, innovative, employee-centred business pushing boundaries in the space industry
- Flexible hours and hybrid working, enabling you to create your ideal work life balance
- 36 days paid holiday per annum
- 6% employer pension contribution
- Enhanced Company Sick Pay and Long-Term Sickness cover
- A Health Cash Plan to cover costs such as dental, physio and optical

- Life Assurance cover (x4 salary)
- As a member of the Bright Ascension team you would have a stake in the business through our Employee Benefit Trust which owns 13% of our business
- Enhanced maternity, paternity and adoption pay
- Opportunities for international travel for exhibitions and trade shows
- Investment in you and your skill development and the opportunity to attend relevant events and conferences to aid career / skill development
- Company events and regular activities for social engagement and team building
- An open, supportive, inclusive environment where you can explore your ideas and make a big difference to the product and business

To apply please send your CV along with a Cover Letter to careers@brightascension.com

All applicants must be UK based and have the right to work in the UK.

We are working with trusted recruitment partners, no agency enquiries please.

Read more: **www.brightascension.com**