

Job Title Senior Transformation Manager

Reports To Head of Legal Transformation

Department/Division Transformation Team

ContractPodAi® is one of the fastest growing legal technology start-up businesses in the world. Our proprietary software brings substantial efficiencies to the legal function of major and international businesses across all sectors. Our customers comprise top global brands across all industries and in every continent. Our employees are smart, creative and collaborative. We work hard, support each other and enjoy great benefits and perks! ContractPodAi offers a challenging and fun environment that drives personal and professional growth.

Purpose of the Role:

The Senior Transformation Manager is responsible for executing the Transformation of projects and service delivery to our customers, with a focus on retention and renewal. The ideal candidate has experience implementing contract management software in a legal vertical.

Equally comfortable liaising with C-level clients or their tech teams, the Senior Transformation manager assists with pre-release testing and documentation of our application, along with Transformation and onboarding of our clients.

Job Responsibilities
<ul style="list-style-type: none"> • Owning the 3-month implementation plan with ContractPodAi and handover to Customer Success team
<ul style="list-style-type: none"> • Assisting clients on the setup, configuration, and use of the ContractPodAi® software platform
<ul style="list-style-type: none"> • Assisting clients on daily support issues ranging from simple to highly complex in nature
<ul style="list-style-type: none"> • Breaking down barriers to solve complex issues in a timely and effective manner
<ul style="list-style-type: none"> • Troubleshooting a wide variety of technical issues
<ul style="list-style-type: none"> • Performing full system installation and integration into existing client infrastructure
<ul style="list-style-type: none"> • Logging and tracking support issues through resolution
<ul style="list-style-type: none"> • Delivering progress reports to management and customers
<ul style="list-style-type: none"> • Communicating with development and QA staff while managing issues
<ul style="list-style-type: none"> • Defining and potentially delivering training workshops necessary for customers’ successful onboarding of ContractPodAi

<ul style="list-style-type: none"> • Recommending or building solutions required to get customers up and running quickly
<ul style="list-style-type: none"> • Helping to deploy successful application integrations such as Jira, Salesforce and SSO launches
<ul style="list-style-type: none"> • Liaising with sales teams as required to create and own SOW

Core Competency Group: Head of Legal Transformation

Requirements
<ul style="list-style-type: none"> • At least 3 years' experience in a similar role
<ul style="list-style-type: none"> • Technical or Bachelor's degree required
<ul style="list-style-type: none"> • Growth mindset with the desire to work in a collaborative environment to promote and drive superior team performance
<ul style="list-style-type: none"> • Strong relationship builder and natural problem solver
<ul style="list-style-type: none"> • Demonstrated ability to succeed in a fast-paced, dynamic and high growth technology environment
<ul style="list-style-type: none"> • Solid technical background, with demonstrable understanding of software development and web technologies
<ul style="list-style-type: none"> • SaaS experience essential, legal services experience desirable
<ul style="list-style-type: none"> • Excellent client-facing skills and focus on customer service
<ul style="list-style-type: none"> • High level of motivation, self-starter, excellent at follow-up, team-player with ability to deliver within defined timelines
<ul style="list-style-type: none"> • Strong communication skills (written, verbal, presentation), with the ability to explain technical subjects to non-technical end user personnel in large enterprises
<ul style="list-style-type: none"> • Willing to travel periodically based on customer and business need

Desirable Requirements
<ul style="list-style-type: none">• Experience working with/presenting to C-level executives
<ul style="list-style-type: none">• Business process management experience and expertise (ERP, SAP)
<ul style="list-style-type: none">• Proven track record of successfully managing customer relationships and results delivery
<ul style="list-style-type: none">• Working to a renewal revenue target and comfortable in a metric driven environment

To Apply:

Forward CV to Careers@ContractPodAi.com

Include “Transformation Manager” in the subject line.