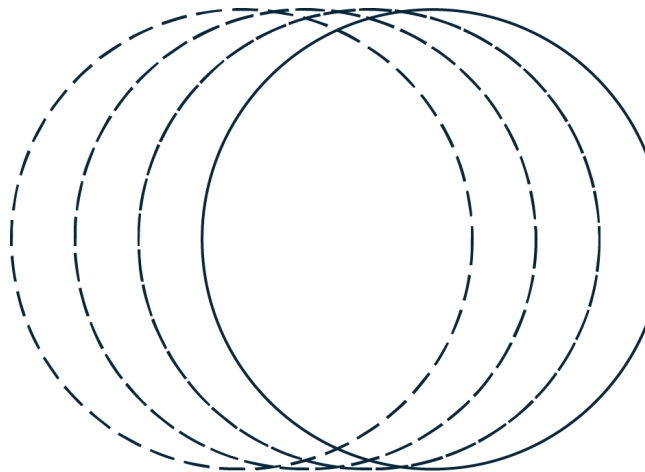


Client Success Manager



Closing date of application: 14 Sep 2026

Salary: Competitive

Commitment: Part-time with Full-time potential

Location: Europe preferable (but will consider other locations)

Proposed Start Date: October 2026

Please email CV and cover letter to hr@fiftyeight.io Reference Code: CSMSEP26

About FiftyEight

Our vision is simple: Good work for people everywhere.

[FiftyEight](#) partners with business, academia, government and civil society to better identify and take action to address exploitation in the supply chain, raising the bar for working conditions globally. We combine innovative research and actionable data with technological solutions to address worker exploitation and harmful forms of child labour. We draw together insights across the breadth of supply chains, from grassroots communities to boardrooms.

As a B Corp certified company, FiftyEight ranks in the top 1% of businesses globally for meeting the highest standards of social and environmental performance, transparency and accountability. We are respected global leaders in creating technological solutions to prevent, mitigate and eliminate exploitation from the earliest stages of the recruitment journey. Our research and recommendations on addressing the challenges of modern slavery and worst forms of child labour are referenced widely in academic and industry publications and are used to inform activities and interventions within both public and private sector institutions internationally.

Our dedication to improving workplaces globally includes our commitment to the personal growth and development of every member of our team.

Your Role

In close collaboration with FiftyEight's international business and product development teams, you will be responsible for maximising the success and impact of our tools and solutions. This

Fifty Eight



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is an analytical and support oriented role focussed on ensuring clients achieve the desired impact from their partnership with FiftyEight. Your focus will be on relationship building with our valued Brands and Retailers, Sector-wide Initiatives and Suppliers, all with a view to evolving and mobilising FiftyEight's expertise and technological solutions to achieve client goals, multiply reach and increase positive outcomes for workers. Acting as a natural extension of the client team, you will ensure product efficacy, reduce churn rate, and proactively identify opportunities. An in-depth understanding of evolving global legislation and sector-specific requirements for mandatory due diligence and its impact on industry behaviours will be a key component to your role, as well as understanding how compliance can be achieved and improved. In-depth understanding of the breadth of FiftyEight's expertise and key competencies across all aspects of the business will be critical to success in your role. Your personal alignment with FiftyEight's values and goals means that the way you interact with key stakeholders is as critical as meeting targets and achieving our mission.

Responsibilities

Analysis & Evaluation

Using your analytical expertise, working closely with clients as a strong communicator to define clear success metrics, implement strategic success plans, schedule regular check-ins, and track baseline metrics. You will actively monitor and evaluate how FiftyEight's services and tools are working for clients, provide support where they need it, and ensure they maximise value. You will also work closely with the product team to ensure feedback and improvements are incorporated and effective.

Solution-Centric Support

Your primary focus will be on listening to and understanding their challenges. You will join the client workflow near contract signing to thoroughly understand their deployment plans and success goals, implementing necessary actions to achieve them realistically. By discussing project benefits, offering ongoing support, suggesting continuous improvements, and ensuring successful rollouts, you will act as a trusted extension of their team.

Sharing & Developing Best Practice

Leveraging your understanding of the primary challenges and stumbling blocks to achieving good work, alongside FiftyEight's key research findings, recommendations and technological solutions to effectively communicate the value of our approach to potential partners and industry leaders. Developing propositions in partnership with them, identifying how FiftyEight can help them overcome their specific challenges, with the end goal of enabling clients to achieve our shared aim of decent work for people everywhere.

Your Personal Attributes

Analytical & Insight-Driven

Ability to synthesize complex data into actionable client insights and success metrics, translating technical product value into clear business benefits and outcomes for workers.

Engaging with People

Strong interpersonal skills when dealing with individuals across a broad spectrum of social spheres, seniority & cultural backgrounds. You work to build relationships marked by service, curiosity and care, striving to create healthy rhythms of work and rest that promote the physical, emotional, and spiritual well-being of your team and delivery partners.

High Integrity & Accountability

Honesty and transparency in all aspects of work, alongside discretion in handling sensitive data. Maintaining clear & consistent communication with clients and colleagues. Setting ambitious goals for yourself and others whilst maintaining a pragmatic approach that does not put unnecessary strain on your team, resources and other key stakeholders.

Adaptability & Resilience

Ability to work effectively without supervision, thrive in a dynamic environment and adapt to evolving business priorities and market conditions. Simultaneously, able to make critical decisions both within a team and independently, maintaining appropriate accountability at all times.

Driven to produce excellence, impact & sustainability

A personal commitment and dedication to help fulfil the impact mission of FiftyEight in addressing the challenges of worker exploitation and child labour alongside achieving programme objectives. Working to ensure the impact we bring to communities and institutions is genuine, high value, robust, and enduring.

Relational Leadership & Service

A service-oriented mindset. Approaching every task through the lens of how to best serve and work effectively with others who are striving for the same goals. A commitment to equity of opportunity, ensuring all individuals have access to the same resources and are valued for what they bring to the work community.

Skills & Experience

Essential

- Proven experience in Customer Success or Account Management, specifically in software/SaaS environments, focusing on retention, adoption, and maximising value.
- Proficiency in defining and tracking success metrics, KPIs, and baseline project data.
- Experience navigating the customer journey from contract signing through implementation and ongoing lifecycle management.
- Clear examples of supporting clients to achieve desired outcomes in implementing programmes or platforms similar to those provided by FiftyEight
- Preferably EU based with a strong history of professional and industry experience
- Significant experience in working within, or in close partnership with both public and private sector organisations
- Strong professional proficiency in both written and spoken English

Preferable

- Industry experience in implementing and supporting software tools
- Experience in assessing and actively mitigating or addressing the risks of worker exploitation and other human rights abuses within an organisation's supply chains

Additional Requirements

Legal Status

Eligibility to travel to key focus geographic regions for work and any other countries where the company operates.

If you wish to apply for this role please submit your CV and cover letter to hr@fiftyeight.io Reference Code: CSMSEP26 by 14 SEP 2026