The Land App

Customer Success Coordinator

Permanent or Fixed-Term (3 months) • Full-time • £18,000 to £20,000 per annum
Chilgrove Business Centre, Near Chichester / Portsmouth

About us

The Land App is an easy-to-use, collaborative, online mapping platform that connects rural stakeholders on a shared digital map of the land. It helps land managers, professional services, businesses and government to create, share and view the maps and geospatial data necessary for approving land-based projects – from environmental schemes and natural capital projects to planning applications and land registrations.

Founded in 2015 by Tim Hopkin on his family farm in Surrey, The Land App has been developed with support from Ordnance Survey and Land Registry. In the last 6 months we have grown quickly to over 200 users and now have a range of corporate customers including land agents and the South Downs National Park. We are currently in discussions with Defra and the Rural Payments Agency about how The Land App can be used to support current and future rural subsidy applications in England.

The Land App connects all rural stakeholders on a shared digital map of the land

Our mission, however, goes beyond the UK. We want to connect the world on a shared digital map of the land to encourage sustainable land use through informed decision-making, technological efficiency and radical transparency. We are now growing our team and looking to hire people who share our mission and values, and are interested to join our young and dynamic company.

Responsibilities

We are hiring a Customer Success Coordinator who will help our customers to have a great user experience. You will report to Tim Hopkin, the Founder and CEO, and your daily duties will include:

- Helping our customers to navigate the software and resolve issues
- Proactively engaging and communicating with active users
- Acting as Front-of-House, managing inbound sales calls
- Working closely with the product development team to report issues and recommend improvements

For the right candidate, we may also offer opportunities to:

- Write website content and prepare marketing materials
- Attend client meetings and grow your network within the rural industry
- Support the sales team on a commission basis

About you

- Excellent communication skills – both verbal and written
- Strong IT competence; comfortable using software applications
- Previous administration experience is preferable but not essential
- Land management experience or background is preferable but not essential
- Enjoys solving problems and helping people
- Is articulate, friendly and personable

How to apply

If you are interested in applying for this opportunity, please email your **CV and a one page cover letter** to glen@thelandapp.com with the title: "Customer Success Coordinator: 2018-04". Applications will be assessed on a rolling basis.