Catalysts Success Manager
Location: London, UK/Western Europe

Introduction to TM Forum
TM Forum is an association of over 700+ member companies, which include all of the world’s top 10 network and communications providers and stretch across 180 countries. Our members tap into each other’s collective experiences and abilities to collaboratively solve complex industry-wide challenges, deploy new services, and create technology breakthroughs to accelerate change.

We help communications service providers (CSPs) and their suppliers to digitally transform and thrive in the digital era. We do this by providing an open, collaborative environment and practical support which enables CSPs and suppliers to rapidly transform their business operations, IT systems and ecosystems to capitalize on the opportunities presented in a rapidly evolving digital world. You can learn more at www.tmforum.org

Summary Description:
We are currently seeking a highly motivated individual to join our growing Catalyst team in the CTO office. The Catalyst Success Manager should be somebody who is customer focused, innovative, self-motivated, driven and ambitious with excellent communication and organization skills. This individual will be responsible for ensuring successful team match-making and excellence in delivering the project and demos for our Catalyst program, culminating in helping to organize the Catalyst (demo) Innovation stand at our flagship event Digital Transformation World and global events series.

Catalysts Program
Catalysts generate proof-of-concept ideas that innovate to solve common industry challenges, validated by communications service providers and industry stakeholders. Catalysts deliver projects and solutions that leverage key TM Forum best practices and standards to ensure scalability, reuse across multiple applications, and reduced costs and risk. Catalyst teams showcase their solutions at Digital Transformation World events. Additionally, Catalysts are promoted to online industry audiences via TM Forum’s Catalyst web pages, marketing and social media channels and our Inform research and content hub. Catalyst projects are aligned with the collaboration work of TM Forum, thereby bringing best practices and standards from collaboration programs to life in real-world scenarios to prove the value of these assets. The outputs of a Catalyst project include white papers, case studies, best practices, lessons learned, API specifications, models, frameworks and reference code.

Skills and Responsibilities

- Support the catalyst team and facilitate the matchmaking process
- Liaise with existing projects ensuring they map against this year’s wider challenges
- Support the creation and documentation of the customer journey from registering an interest in joining a project to contract signing
- Technical advisory support to catalyst project teams during formation and project kick-off
- Oversee the onboarding process
- Participate in project meetings regularly to help steer the direction of the project
- Help the team to utilize TM Forum collaboration assets and contribute back
- Host/Facilitate meetings with potential catalyst project members
- General support activity for Catalysts
- Support the membership team to uncover business needs and sell TM Forum value to both members and non-members of TM Forum, using domain experience and knowledge
- Customized proposals for complex needs by leveraging extensive domain knowledge
- Co-create proposal templates, presentations, and other sales tools
- Present to members and prospects to articulate the value proposition of TM Forum at a competent level of technical understanding
- Work with product management to articulate market/customer requirements and facilitate the creation of scalable products from initially customized solutions

Website
www.tmforum.org

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181 New Road, Parsippany, NJ07054 USA
Desirable Qualifications and characteristics

- Bachelor's degree or equivalent relevant experience in customer management
- At least 5-years prior experience in customer relationship management
- Highly organized and ability to manage priorities and deadlines
- Energetic and pro-active ‘can-do’ attitude, don’t mind rolling up your sleeves
- Able to stay calm, composed and professional, even under pressure, and to maintain effective relationships with staff, attendees, and exhibitors and sponsors
- Passion to work with members and deliver successful Catalyst projects
- Must be willing to travel (international and domestic), including weekend travel, ~20%
- Proficient in Word, Excel and PowerPoint, Salesforce, Jira a plus

To apply
To apply for this position, please send your Curriculum Vitae, and a supporting letter explaining why you are the right person for the job, to recruit@tmforum.org

Diversity & Inclusion at TM Forum
TM Forum is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state, or local laws

This is a full-time, remote-working position, but some international travel may be required post pandemic with work flexible hours needed to accommodate team calls in different time zones. Our people are unique and many of our staff work flexibly in many different ways. Please talk to us at interview about the flexibility you need. We can’t promise to give you exactly what you want, but we do promise not to judge you for asking.