



Interested in  
joining **Sycous**?



## Onboarding Manager

Company	Sycous Limited	Team	TBD
Date Posted	August 2025	Mentor	TBD
Start Date	ASAP	Role Type	Full Time/Permanent

### Role Overview

The purpose of this role is to onboard new clients and networks effectively, efficiently and so customers and their consumers feel supported and in full knowledge of what they need to do and what to expect in the future.

We want to 'hold the clients hand' and support them in coming online with Sycous, including SaaS, Managed Services and Maintain customers, in the minimum amount of time.

You will work alongside teams across the business including the Support Delivery, Project Delivery, Commercial, Product and Data Support and Development teams to ensure new customers are effectively onboarded, acting as the voice of the customer internally during the onboarding process.

You will support and oversee the onboarding activities undertaken, in part, in other business areas, including our Projects Team.

We are looking for someone with a passion for communicating with people, and an ability to understand and communicate technical information. The ideal candidate will have an ability to interact and communicate as appropriate with their audience, which will encompass colleagues, engineers, clients and third-party suppliers. An ability to provide information in a clear and positive manner is essential.

## Key Responsibilities

- Work with the Commercial and Projects teams to understand what networks and clients will be coming online and the status of their service requirements.
- Identify the end-client, where not known, and work with the Commercial team to maximise our conversion to a service contract.
- Understand the service we can offer a client and how they work as part of set-up and ongoing operations.

### Client Initiation

- Provide clear introductions and resources to the Client and explain the role and how we will support them, managing their expectations and providing clear reassurance.
- Provide day-to-day support to Clients during the onboarding process, managing all queries and support requests, keeping them updated and project plans communicated.
- Work with Commercial/Marketing to develop onboarding resources that improve the clarity of what we do as part of the onboarding process.
- Utilise all provided systems and keep systems updated throughout, including Project Management and other systems.
- Produce monthly reports and attend monthly meetings, covering the status of onboarding, identifying project deemed 'at risk' or other potential concerns.

### Onboarding Support

- Obtain, interrogate, transform and identify potential data issues, working with internal teams and the Client to resolve
- Importation and setup of Mabdeck and other internal systems, including operational verification.
- Set expectations of the onboarding process and continuously engage with the Client
- Arrange and/or undertake training on Mabdeck or other systems as well as resident engagement.
- Monitor progress of Clients onboarding journey, updating as necessary.
- Liaise with the Development team where additional development is required, potentially generating added revenue.
- Schedule regular contact and follow-up providing the Client with clear updates on current status and completion actions.
- Provide clear expectations of the journey after onboarding, including processes and escalation, including keeping the nominated Account Manager and Commercial team informed and involved.
- Provide clear handover to the Support Delivery team and business-as-usual, with an agreed handover process.
- Be a product expert on what we do and how we do it, suggesting and making improvements.

### Reporting Management

- Deliver, support and provide training relating to processes and reports.
- Completion of required reports and invoicing, including financial reconciliation reports.



- Ensure monthly reports are delivered in a timely manner to update on onboarding activities.
- Maximise revenue generation, ensuring onboarding activities are invoiced and additional opportunities referred to the Commercial team.

You will also be expected to carry other tasks over time, as agreed with your mentor.

## Competencies

- Excel and Power BI skills
- Project management
- A willingness to get involved and be a catalyst for positive change
- A great grasp of time and team management
- Resolution focused
- Eagerness to utilise, introduce and develop best practises
- Report and other written communications to brand guidelines
- Competent at engaging with clients, suppliers and other stakeholders to ensure effective communication written, verbal and in-person
- Proactive both individually and as part of a team
- Service driven and understand expectations and work to deliver against these
- Reliability
- Accuracy in communications and actions
- Advanced problem-solving abilities
- Self-planning and excellent time management
- Willing to engage and represent the customer internally
- Capable of working in a regulated framework
- Excellent attention to detail
- Results and performance driven

## Future Progression

Future progression is available as the company grows and/or within other teams. We will work with you to help you grow, without our Performance and Contribution meetings and processes, alongside both internal and external training.

## Remuneration

Band: S3, Health Insurance, Pension Contribution, Health Cash Plan, Referral Program

## Location

Reporting office: Leeds.



Based: Leeds. Limited travel will be required for training, or meeting with customers, although expected in limited circumstances.

## About Sycous

We are experts in supporting energy network operators with open protocol metering hardware, software, and services.

We have industry leading knowledge and expertise in open protocol metering and data collection equipment, a skilled team of engineers for installation and maintenance, and an unrivalled customer service team for client and consumer support.

We are also the developers of the UK's first cloud based, remote data collection administration software for use in the district heating and communal energy market.

We believe in a sustainable future with transparent and accessible data at the heart of it.

We champion both innovation and education, to help drive positive change in the world of metering and billing and help keep costs as low as possible for consumers.

