



The app commerce company

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poqcommerce.com



## About Poq

Poq is a Software-as-a-Service app platform that empowers retailers to create highly effective and fully-customised mobile apps that provide a superior shopping experience. These apps allow retailers to build stronger brands, sell more products, deepen customer loyalty and deliver highly relevant content, communications and rewards. Poq clients include global brands and retailers such as; Belk, Cotton On, Francesca's, Feelunique, Missguided, Hot Topic, Kurt Geiger and more. To learn more, please visit [poqcommerce.com](http://poqcommerce.com).

The London-based start-up was founded in 2011, the company is VC-backed raising £16.5 million and recently closed Series B funding in 2018, the most recent round was led by Smedvig Capital, with participation from previous backers Beringea and Revolt Ventures.

## About the role - Customer Success & Analytics Intern

This role is a fixed term 1 year internship, with the view that you move into a permanent Coordinator role on successful completion of the internship. Reporting directly to the Customer Success Director, Team Lead, you will help us to project manage all our events at Poq & support the analysis of raw information to find patterns that will help us make improvements at Poq. This will include assisting in B2B marketing and external brand communications, including the creation of marketing collateral. We're looking for an individual who wants to learn and grow within our organisation. They will be a critical member of the Customer Success team and directly interact with clients. The ideal candidate is extremely organised, appetite to learn, flexible thinking and excels at managing and balancing multiple priorities.

## What you'll be doing:

- Assist the Customer Success team in creating high quality, engaging and shareable content for a range of audiences
- Supporting the Commercial Data Analytics Manager, reporting in app performance for clients and across the platform to track Customer metric trends
- Help analyse the success of these insights around the conversion funnel and other in-app events
- Assist in analysing the shopper behaviour of our clients' app users with Google Analytics, AppFigures and other tools (Tableau)
- Presenting to clients (with support), therefore will be able to build relationships with clients
- Owning a portfolio of around £400K (with support)
- Help conduct research & support the creation of industry report summaries
- Manage any Customer Success administration
- Other ad hoc event duties as they arise

## What we're looking for:

- Graduate with modules within either data, statistics, PR and/or marketing
- Completed a 1 year professional placement scheme with relevant work experience
- Exceptional communication skills
- Strong attention to detail and processes
- Be able to work to tight deadlines and work quickly and efficiently in a fast-paced event environment
- Critical thinking & problem solving skills
- Passion for, analytics & mobile technology
- Familiar with Microsoft Office and Google Apps
- Basic MS Excel skills



- Experience managing event logistics

We love spending time together as a team, [check us out on Instagram](#).

### **GDPR Compliance at Poq**

Poq will use the personal data provided by you in your application to contact you regarding matters relevant to the recruitment of this role. Members of the People team and relevant hiring managers and interviewers will have access to your CV during the recruitment process.

### **Poq Values & Behaviours**

#### Deliberate

- We move forward constructively with integrity and purpose
- We bring the best version of ourselves every day
- We are experts and innovators at the top of our game

#### Enterprising

- We are ambitious, resilient and passionate about what we do
- We are creative thinkers, problem solvers, decision makers
- We do great work and get things done together

#### Honourable

- We take ownership and hold ourselves accountable
- Take pride in our product, our work and each other
- We are honest, decent and do the right thing

#### Open

- We are open to ideas, learning and evolving
- We work together as one team
- We celebrate and embrace our diversity