Why Join Lightico?

Lightico is rewriting the way enterprises interact with their customers. Our no-code digital completion platform empowers global brands to replace slow, manual processes with seamless digital journeys—accelerating sales, eliminating friction, and ensuring compliance at scale.

We partner with the world's largest banks, lenders, telcos, and insurers to deliver instant, compliant, and customer-centric experiences. As demand grows across EMEA, we are expanding our Services team with a Programme Manager who will play a pivotal role in shaping our customers' success and championing the Lightico value story.

If you thrive at the intersection of strategy, delivery, customer value, and innovation—this is your opportunity to make a visible impact in a fast-growing SaaS company.

Location

Based in Swansea, South Wales, or London, Vizolution – a Lightico Company has a hybrid working policy in place with a requirement to attend the office for a minimum of one day per week (currently our set office day is Tuesdays).

Company Background

Lightico empowers enterprises to turn complex manual customer processes into seamless digital experiences that can be deployed across any channel with minimal resource investment.

By digitizing critical touchpoints across the customer lifecycle, from sales and onboarding to renewals and service, Lightico helps the world's largest organizations boost customer satisfaction, accelerate service delivery and drive operational efficiency.

Our no-code platform combines AI-powered intelligent document processing, eSignatures, advanced verification and workflow automation. This allows IT teams to move from slow, resource-heavy projects to rapid, agile deployments that adapt instantly to evolving customer expectations.

Lightico delivers measurable impact. Enterprises achieve a 5:1 ROI, faster processing times, improved compliance and consistently better customer experiences, all with enterprise-grade security and full regulatory adherence.

ABOUT THE ROLE

As a Programme Manager, you will own the full post-sales lifecycle for some of Lightico's most strategic enterprise customers. Your mission: ensure every engagement delivers measurable business results, drives adoption, and deepens long-term value.

You will lead onboarding and implementation, guide customers through digital journey transformation, and collaborate closely with Product and Engineering to deliver scalable solutions. You're not just managing projects—you're shaping outcomes, influencing product direction, and unlocking business expansion.

This role is equal parts client leadership, technical understanding, programme orchestration, and commercial awareness.

WHAT YOU'LL DELIVER

Lead the Customer Journey

- Own end-to-end project delivery from onboarding through adoption, expansion, and renewal.
- Build trusted advisory relationships with senior stakeholders in Telco, BFS, and other enterprise verticals.
- Translate customer strategy into executable plans that showcase Lightico's platform capabilities.

Drive Value & Impact

- Define and track KPIs that prove ROI—from faster processing to improved compliance to higher NPS/CSAT.
- Lead QBRs, performance reviews, and optimization programs that demonstrate continuous value.
- Identify new use cases, promote adoption, and contribute to account growth.

Deliver with Precision

- Plan and manage deployments, releases, and cross-functional contributions.
- Coordinate with Product, Engineering, Support, and third-party partners to ensure smooth delivery.
- Ensure CAB submissions, sprint readiness, and release activities are executed consistently.

Shape Product Success

- Convert customer needs into clear user stories, acceptance criteria, mockups, and prioritised backlog items.
- Provide actionable feedback into product roadmaps and help influence future platform capabilities.
- Work alongside the scrum team throughout sprint development to ensure their full understanding of client requirements through the 3 Amigos sessions and necessary ceremonies and discussions, as well as retrospectives

WHAT SUCCESS LOOKS LIKE (First 12 months)

✅ Seamless onboarding and go-lives for key enterprise accounts

✅ Proven customer ROI through strong KPI frameworks

✅ Increased usage and expansion within assigned customers

✅ Clean delivery governance: predictable sprints, clear requirements, stable releases

✅ Trusted advisor status with senior client stakeholders

✅ Measurable contributions to Product, Sales, and Delivery alignment

✅ High customer satisfaction, retention, and referenceability

WHAT YOU'LL BRING

Experience & Knowledge

- 5+ years in programme management, implementation, customer success, or consulting in SaaS or digital transformation.
- Strong experience in Telco and/or Financial Services delivery environments—must understand their regulatory and operational realities.
- Solid command of SDLC, Agile (Scrum), and traditional delivery methods.
- Proven record of managing enterprise accounts, complex programmes, and multi-stakeholder matrices.
- Strong analytical skills: building reports, interpreting operational data, and turning insights into action.
- Excellent written and verbal communication; confident presenting to senior audiences.

Skills & Competencies

- Commercially minded with the ability to balance customer expectations and internal business goals.
- Strong technical aptitude—you can understand product capabilities, APIs, integrations, and workflows.
- High-ownership mindset with the ability to drive clarity in ambiguous or evolving environments.
- Exceptional relationship-building and stakeholder management skills.
- Able to energize and influence cross-functional teams without direct authority.
- Calm under pressure; decisive with competing priorities and deadlines.
- Fluent in English; additional European languages are a plus.

Type of person

- Affable, credible, and professional in all customer interactions.
- Collaborative, and able to work well across international teams.
- Curious, proactive, and continuously looking for opportunities to improve.
- Quality-driven, independent, and highly organized.
- A natural problem-solver who thrives in fast-moving environments.

WHAT MAKES LIGHTICO A GREAT PLACE TO BUILD YOUR CAREER

High-impact role directly influencing enterprise customer outcomes

☑ Fast-growing company with clear vision and strong demand in the market

☑ A no-code product that empowers innovation without heavy IT lift

☑ Opportunities to shape processes, product direction, and customer strategy

☑ Collaborative, growth-oriented culture with values that matter:

Be Bold | Respect | Grow Together | Complete It | Sharpen the Saw | Data-Driven | Move Fast