



Candidate information pack

Customer Experience Specialist

What we do...

Bloom offers a dynamic supply chain providing the public sector with a marketplace to buy and manage professional services.

We ensure delivery of quality outcomes from our pre-approved and ever-growing network of suppliers and consultants. Our fully compliant open access marketplace is outcomes based meaning the public sector only pays for what is delivered.





A message from our CEO

"I am passionate about Bloom and what we believe in, where we're going, and how we'll get there.

Our purpose, essence, proposition, and trademark behaviours bind us together to form our commitment culture and help us grow both individually and collectively. Our culture influences how we treat one another each day and the behaviours we reward. It creates an environment where everyone is real and true and that is something we all are proud of.

It also drives growth and long-term financial sustainability. We value individuality and diversity and that's what allows us to work together to create innovative approaches for our customers, which sits alongside our deep expertise in enabling brilliant outcomes.

Bloom is growing rapidly; we are naturally curious, and our journey has only just begun. We are investing in our people and technology and have big plans for the future.

So, if you think all that sounds interesting then you should consider joining us and being part of it, you'd be working with some great individuals in a great business that cares about its people and customers."

Amabel Grant – Bloom Procurement Services CEO



Our vision...

To be the go-to solution for
professional services.



Our mission...

To deliver a world class experience
for our buyers and suppliers, using
our expertise and technology



Our purpose...

Enabling brilliant outcomes today, that
build a better tomorrow



Trademark behaviours

Our trademark behaviours aren't just behaviours, they're our language and an essence of everything we do.

The most successful cultures are the ones that work together in a harmonious way. This is something that we realise and are truly passionate about.

We want everyone who joins Bloom to feel a part of our team. We strive for our people to know that their role is equally important and contributes to the whole Bloom mission. This includes you.

We have our trademark behaviours in place to ensure we're all pulling in the right direction, together as one.

Our trademark behaviours are...



Benefits you receive working for Bloom



Company bonus scheme



Simply Health cash back plan



Beyond cashback card – earn on your everyday spend



Hybrid working & flexibility



A day off for your birthday – because you deserve it!



Learning and Development Opportunities – individual personal development plans



25-day holiday allowance - increasing with length of service to a maximum of 29 days plus bank holidays



Employee Assistance Programme – for the time you need support



Death in Service – four times your salary



Buy up to 5 additional days holiday



Company Pension Scheme



One day to give back via volunteering



Grab a Grand referral scheme



Employee Voice – Hive HR Engagement Survey and Open Door



Company social events



Electric Vehicle salary sacrifice scheme



Hive Fives - Little messages big miles recognition portal. Everyone deserves a pat on the back.



Cycle to Work scheme

Customer Experience Specialist

Remote, £27-30k, dependent upon experience

+10% potential bonus

Reporting to Senior Customer Experience Specialist

Job Purpose and Summary

The customer experience specialist's role is to provide support to the Customer Experience and training functions. The role will provide cover to the training team as well as supplying L1 cover for the support helpdesk. Additionally, the role will supplement tasks and projects for the customer experience team. This does require a flexible individual with not just a reactive support "hat" but also a proactive approach to customer experience and training. The role will also demand a higher level of confidence when presenting training materials internally and externally as well as onboarding new customers to Bloom.

Key Performance Indicators

- NPS
- CSAT
- Internal and external feedback



Key Accountabilities & Responsibilities

- Work closely with the Customer Experience manager to identify opportunities for improvement in our processes and communications.
- Take an active role in developing Customer Experienced based initiatives and training programs.
- Deliver Customer Experience focused updates for and to external clients in conjunction with the Growth team.
- Continuously enhance Customer Experience by proactively increasing the company's NPS score
- Follow up with clients who register a positive experience with Bloom with the aim of developing case studies.
- Take responsibility for engaging with clients where a negative experience has occurred to determine the why and how but also feedback to relevant teams.
- Provide L1 support to internal and external users and stakeholders.
- Maintain and update our internal and external knowledge base portals
- Provide support via a combination of channels including live chat, email and telephone.
- Support fellow Bloom employees within their roles via our internal support helpdesk.
- Participate in onboarding, training and workshops promoting and enhancing the customer experience team.
- Provide cover for the Training and onboarding team as required Support clients with new requirements to Bloom including influencing and guiding the preparation of service specifications to ensure they are compliant, wherever possible outcomes based and deliver efficiencies and meet the client's strategic objectives.
- Supporting the supplier identification and selection process
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Mindset, Behaviours, Skills and Knowledge

Behaviour, Mindset and Attitude

We are looking for role holder to be able to demonstrate the following behaviour:

- Displays behaviours in line with our trademark behaviours and always strives to deliver an outstanding customer experience.
- Ensuring interactions are tracked accurately.
- Inquisitive nature, looking for ways to continuously improve from lessons learned.
- Management of own productivity.
- Confidence in your ability to communicate at all levels and across teams.

Skills, Know-how and Experience

To achieve performance excellence, the role holder must be able to demonstrate the following:

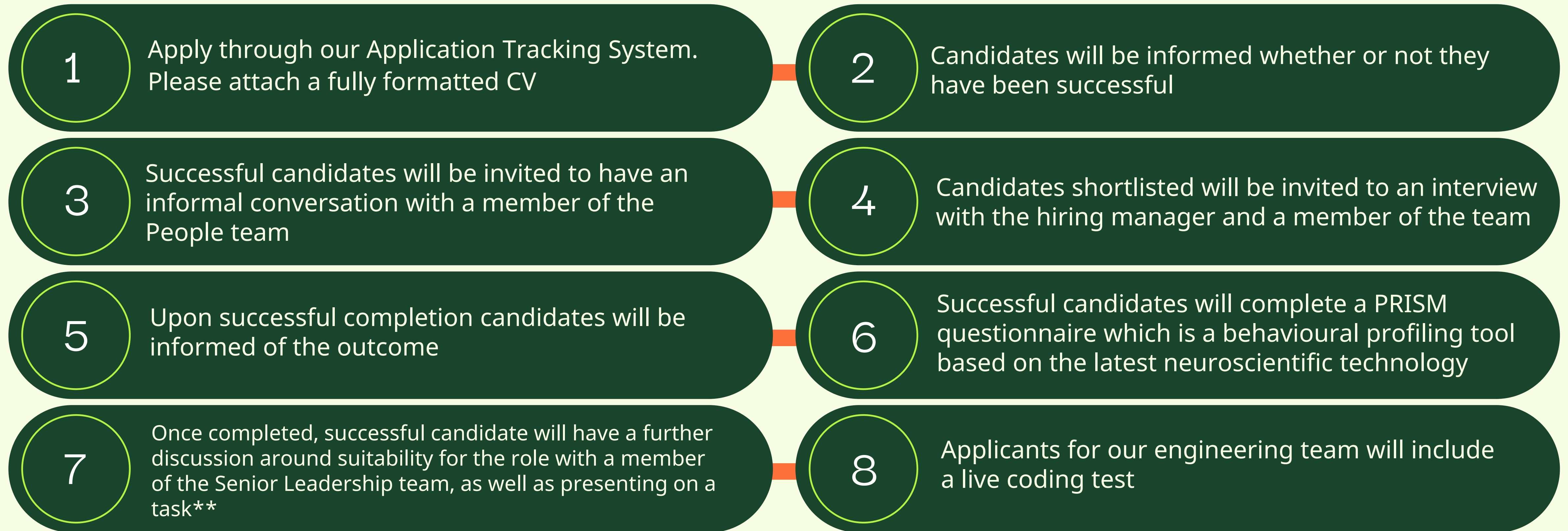
- Exceptional interpersonal skills with the ability to engage and support stakeholders with empathy and professionalism (both internally and externally)
- Strong attention to detail combined with good problem-solving skills
- Quick learner with an enthusiasm to learn, and the ability to think “outside of the box” to find solutions
- Able to work in a fast-paced environment and meet specific deadlines
- Focus on providing exceptional customer service and support
- Experience in gathering and interpreting customer experience information
- Experience working as part of a support or customer experience team
- Ability to work and be successful in a broad and varied customer experience role
- Experience with the use of cloud-based tools including Office365, Zendesk, HubSpot (or similar) Demonstrated self-starter; highly motivated, results-driven and with excellent attention to detail

Nice to Have:

- Previous experience within a support helpdesk environment
- Demonstratable communication skills and examples of delivering training material



The Recruitment Process



**Dependent upon role. You will be informed and will be given plenty of time to prepare for the task!

What some of our employees say about us...



"Bloom is a company where innovation and passion run throughout each department, and I think that is the key to its success.

I would say the best thing about working at Bloom would be the people - everyone goes above and beyond to help and provide insight if needed.

Working in the Commercial Team has given me the opportunity to utilise my skill set to bring a positive change to the public sector through professional services. This supported by a flexible working environment makes Bloom an amazing place to work. "



I joined Bloom in April 2021 with one year's PQE. I had known a little bit about Bloom - what it does and how it operates with clients and suppliers - but I was yet to learn all about the ins and outs of the Bloom world.

I have been at Bloom for almost a year now and during this time I have met such wonderful people and have learnt a lot! I had no experience of procurement or contracts before joining, but with the help of my manager and the rest of Bloom, I am now in a position where I can confidently say I am good at my job.



At Bloom we are making a real societal difference.

I have had the pleasure of working with some fantastic customers and supporting impactful and critical projects across the UK; from major regeneration projects that elevate the lives of local residents, to complex healthcare projects, ensuring patients continue to receive the exceptional levels

of care from our inspiring front-line workers.

This wouldn't all be possible if it wasn't for the Bloom community, who all play an integral role within the business. Brilliant, selfless, and knowledgeable individuals who are passionate about what they do.

Interested? Apply today!

We look forward to receiving your application.

