



Candidate information pack

Job title and position

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

Revenue Operations Director

Remote, up to £75k ,+25% potential bonus

Reporting to Chief Operating Office

Key Accountabilities & Responsibilities

- Collaborate with COO and senior leadership to develop and execute revenue generation strategies aligned with company goals and market dynamics.
- Identify opportunities for revenue enhancement and formulate actionable plans to capitalize on market trends and customer insights.
- Oversee sales operations activities, including sales planning, forecasting, pipeline management, and performance analysis.
- Oversee service delivery operations ensuring alignment with sales operations, focus on customer service and advocacy and service development aligned to changing customer needs.
- Implement best practices and tools to optimize sales efficiency, effectiveness, and scalability.
- Foster collaboration between sales and marketing teams to ensure alignment of revenue generation efforts.
- Drive integrated marketing campaigns and initiatives to generate quality leads and support sales objectives.
- Lead pricing strategy development and optimization to maximize revenue and profitability.
- Establish key performance metrics and dashboards to monitor revenue performance and identify areas for improvement.
- Conduct regular analysis of revenue data and trends to inform strategic decision-making and drive continuous improvement.
- Work closely with finance, customer delivery, product, and other cross-functional teams to ensure alignment and cohesion in revenue generation efforts across all teams.
- Collaborate on initiatives to enhance customer value, satisfaction, and retention.
- Build and lead a high-performing revenue operations team, providing mentorship, coaching, and professional development opportunities.
- Foster a culture of collaboration, innovation, and accountability within the revenue operations function.
- Any other duties as reasonably required.



Job Purpose and Summary

Bloom Procurement Services Ltd is seeking a highly skilled and motivated Revenue Operations Director to join our dynamic team. The Revenue Operations Director will play a pivotal role in optimizing revenue generation processes, ensuring alignment across sales, marketing, finance, and customer delivery functions. The ideal candidate will possess a unique blend of strategic thinking, analytical prowess, and operational expertise to drive sustainable growth and maximize revenue opportunities.

Key Performance Indicators

- Value of new requirements
- Revenue realisation
- Net Promoter Score / Customer Satisfaction
- Customer retention
- CAC : LTV (Cost to Acquire a customer against lifetime value)



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.
- Customer focussed, always striving to improve the experience of the customer.
- Consultative mindset that involves others in decision making and considers alternative views and opinions.
- Open to personal development, self-aware and mindful.
- Focus in performance and results achievement

Direct reports:

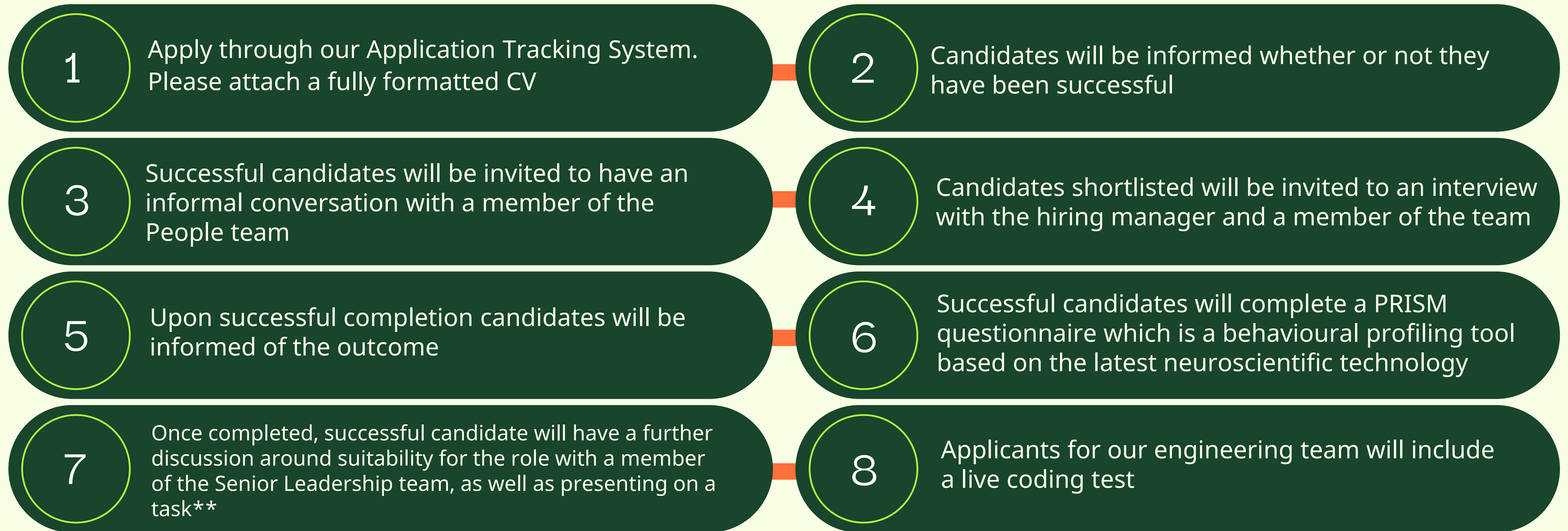
- Head of Sourcing
- Head of Delivery
- Head of Quality and Compliance
- Head of Customer Engagement
- Head of New Business
- Commercial Analyst

Skills, Know-how and Experience

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

- Organising and prioritising work effectively to achieve targets in a timely and efficient manner.
- Prioritising, remaining organised, whilst maintaining customer commitments in a fast-paced environment
- Adapting and learning new tools and techniques, and willingness to embrace opportunities for change.
- Excellent written and verbal skills and with the ability to engage at all levels and handle objections successfully.
- Working with complex data to inform effective decision making.
- Making decisions, problem solving and taking a pro-active approach to work
- Excellent customer service skills with the ability to confidently deal with a range of stakeholders.
- IT proficiency, with excellent skills in using excel to summarise and present data in the most effective way.
- Working under pressure and to tight timelines
- Experience of working in a high-volume transactional environment
- Working independently, using own initiative but asking for help when needed.

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.

