



# Candidate information pack

Client Engagement Manager

# 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



# Client Engagement Manager

Remote, up to £48k D.O.E + Commission

Reporting to Head of Client Enga



## Key Accountabilities & Responsibilities

- Plan and lead client review meetings to provide a communication forum for reinforcing Bloom service benefits and developing new client-facing initiatives that support clients' strategic objectives to develop new pipeline and growth.
- Develop and implement a regular contact plan for your portfolio of accounts alongside Bloom marketing activity and market intelligence provided from the Analyst team.
- Independently manage client queries to ensure the smooth running of the account using the Head of Client Engagement as an escalation point where required.
- Delivery of accurate and up to date Account Plans for Tier 1 & 2 clients
- Identify and develop potential future project opportunities based on engagement, market insights and/or inbound contacts.
- Responsibility to articulate complex queries to senior stakeholders both externally and internally with supervision and at short notice.
- Build collaborative relationships with Commercial Managers and Procurement Business Partners at Bloom to ensure co-ordinated and consistent messaging to client.
- Ensure client communication and reporting is carried out in a timely and accurate manner, in line with CRM (HubSpot) set KPI's.
- Represent the Company at meetings held by NEPO and at external events or other relevant bodies.

## Job Purpose and Summary

The Client Engagement Manager is accountable for identifying and developing commercial growth initiatives with a portfolio of higher spend primarily Tier 1&2 clients to ensure our client relationships achieve and, ideally, exceed our annual targets. The primary focus is to build strong lasting relationships via face to face and TEAMS meetings, influencing key stakeholders across the portfolio to identify new opportunities and pipeline to embed Bloom as their preferred route of procurement for professional services.

## Key Performance Indicators

- YoY growth for named accounts, at least in line with individual targets.
- Increase in the number of categories and stakeholders that Bloom supports, per allocated client.
- Retention of client base

# 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
- Take ownership of client issues, seeing them through to resolution, and proactively communicating progress and outcomes to clients and internal stakeholders.
- Develop and maintain trust with clients by consistently delivering on promises and providing accurate, timely information.
- Demonstrate genuine engagement and honesty in all client interactions, ensuring transparency and integrity are upheld in all communications.
- Foster strong working relationships with Commercial Managers and Procurement Business Partners to ensure unified and consistent messaging to clients.
- Actively support colleagues within the Growth team, sharing insights and market intelligence to collectively achieve business objectives.
- Engage with various teams, including Marketing and the Analyst team, to align activities and strategies that drive client engagement and growth.
- Stay informed about market trends, client needs, and industry best practices to continuously improve service offerings and identify new opportunities.
- Regularly seek out and evaluate potential future project opportunities based on engagement, market insights, and client feedback.

## Skills, Know-how and Experience

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

Proven senior strategic management experience across a portfolio of accounts which demonstrates excellent retention and growth across key stakeholders.

- Ability to articulate complex queries to senior stakeholders both externally and internally with supervision and at short notice.
- Organisation, planning and attendance face to face /TEAM's client review meetings including experience of slide preparation and demonstrating client value proposition.
- Proven ability to create, maintain and execute highly effective account plans that support account growth targets.
- Effective use of CRM platform (Salesforce/similar) for tracking opportunities, reporting project pipeline and forecasting future revenues
- Ability and desire to track key metrics and interpret data and reporting to inform business focus.
- Drive and self-motivation with a focused, engaging and positive attitude.

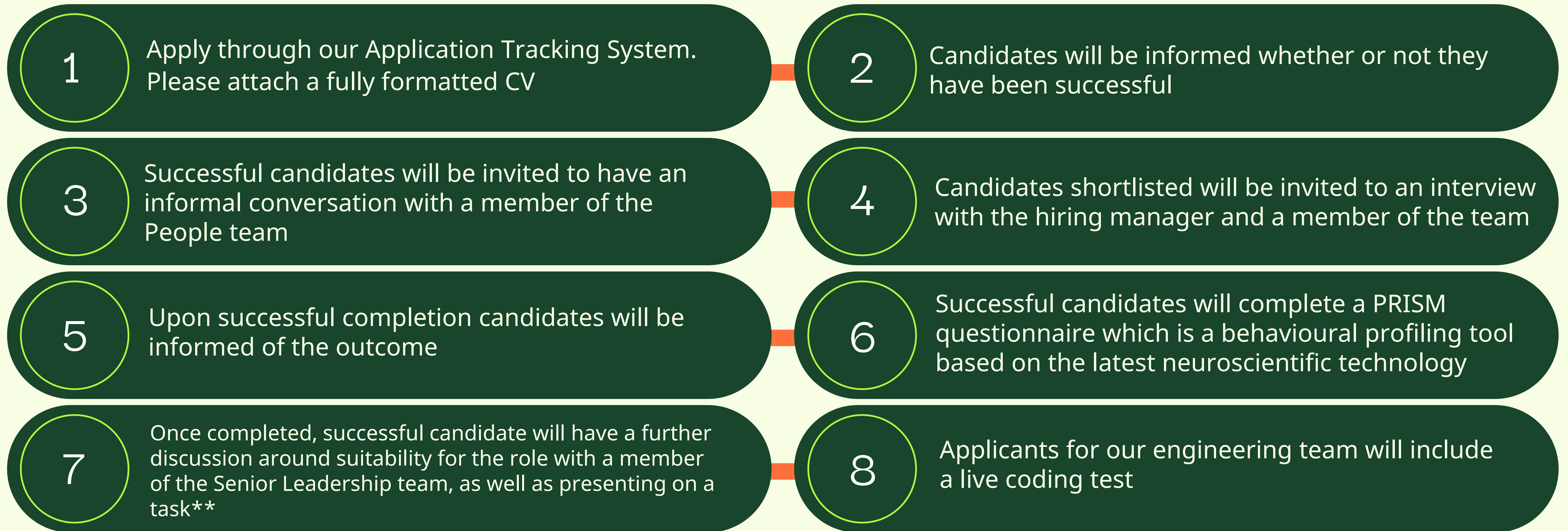
### Desirable:

- A sound understanding of modern procurement practices, primarily within the Public Sector and an ability to use this experience and knowledge effectively.
- Knowledge of technical, legislative, and regulatory frameworks affecting the public sector

## Technical / professional qualifications:

- Business related qualification or equivalent
- Procurement qualification or foundation course or equivalent

# 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.

