



Candidate Information

Customer Experience Officer

What We Do

Bloom offers a compliant fully managed marketplace for professional services across the public sector.

We specialise in bringing together a community of clients and suppliers to help the public sector buy and manage services in a compliant, efficient and effective way. We aim to give the best choice for our clients and open up more business opportunities for suppliers, big or small.

We provide a full end-to-end marketplace solution for the procurement, contract management and payment of all professional services.



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, Mission, Vision, 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."



Purpose

Enabling brilliant outcomes today that
build a better tomorrow

Mission

Deliver an outstanding customer experience and maximum value for
every pound spent on professional services

Vision

Provide a professional services marketplace
that delivers brilliant outcomes

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...



We are Bloom



Working in partnership:
nepo **Bloom***
*Opening up procurement

Bloom*
*Opening up procurement®

**Enabling brilliant outcomes
today that build a better
tomorrow**

To find out more about Bloom Procurement Services:

[Case Studies](#)

[Testimonials](#)

[Framework](#)

[Social Value](#)

[Meet the Team](#)

[Bloom News](#)

Bloom Benefits



Company bonus scheme



Simply Health cash back plan



Byond cashback card – earn on your everyday spend



Learning and Development Opportunities – individual personal development plans



Hybrid working & flexibility



Employee Voice – Hive HR Engagement Survey and Open Door



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



Death in Service – four times your salary



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



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



Employee Assistance Programme – for the time you need support



One day to give back via volunteering



Buy up to 5 additional days holiday



Grab a Grand referral scheme



Company Pension Scheme



Company social events



Electric Vehicle salary sacrifice scheme



Cycle to Work scheme

Customer Experience Officer

Gateshead, flexible working, £23k + 10% potential bonus
Reporting to Head of Support and Customer Experience

Job Purpose and Summary

Working closely with other client facing functions, teams and roles, the Customer Experience Officer will provide support to customers throughout the customer journey, always focussing on frictionless engagement and meeting the needs of the customer.

Key Performance Indicators

- Application uptime
- Deployment frequency
- Change failure rate
- Capability to release production code without intervention

Key Accountabilities & Responsibilities

- Facilitate the on-boarding of new customers to the Bloom marketplace:
- Guiding customers through their first experience of Bloom
- Ensure customers have access to all the required tools and information needed for effective service delivery.
- Ensure that customers can use the Provide 2.0 platform effectively and can understand Bloom's service delivery processes.
- Ensure Bloom internal requirements for customer setup have been completed.
- Effective and timely handover to service delivery teams.
- Support the resolution of customer referred queries, including those related to Pro-vide 2.0.
- To aid the commercial and operation teams when required in support of customer service delivery.
- Maintain customer resources / materials to ensure they remain up to date, relevant and are available by the most effective means.
- Maintain customer journey maps and other supporting documentation.
- Collaborate and communicate with other functions and departments to break down siloed working and barriers to seamless customer experience.
- Drive and implement continuous improvements within the Bloom customer journey.
- Manage the customer Net Promoter Score process including collating feedback and scores, identifying, and distributing corrective actions, reporting to senior management and the Bloom Board.

Mindset, Behaviours, Skills and Knowledge

Behaviour, Mindset and Attitude

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

- Excellent communication and interpersonal skills
- Proven ability to adapt and learn new tools and techniques, and willingness to embrace opportunities for change patience
- adaptability
- Demonstrable ability to make decisions, problem solve and take a pro-active approach to work.
- Proven ability to work under pressure and to tight timelines.
- Behaviours that are displayed in line with our Trademark Behaviours and always strives to deliver an outstanding customer experience.

Technical skills and Qualifications:

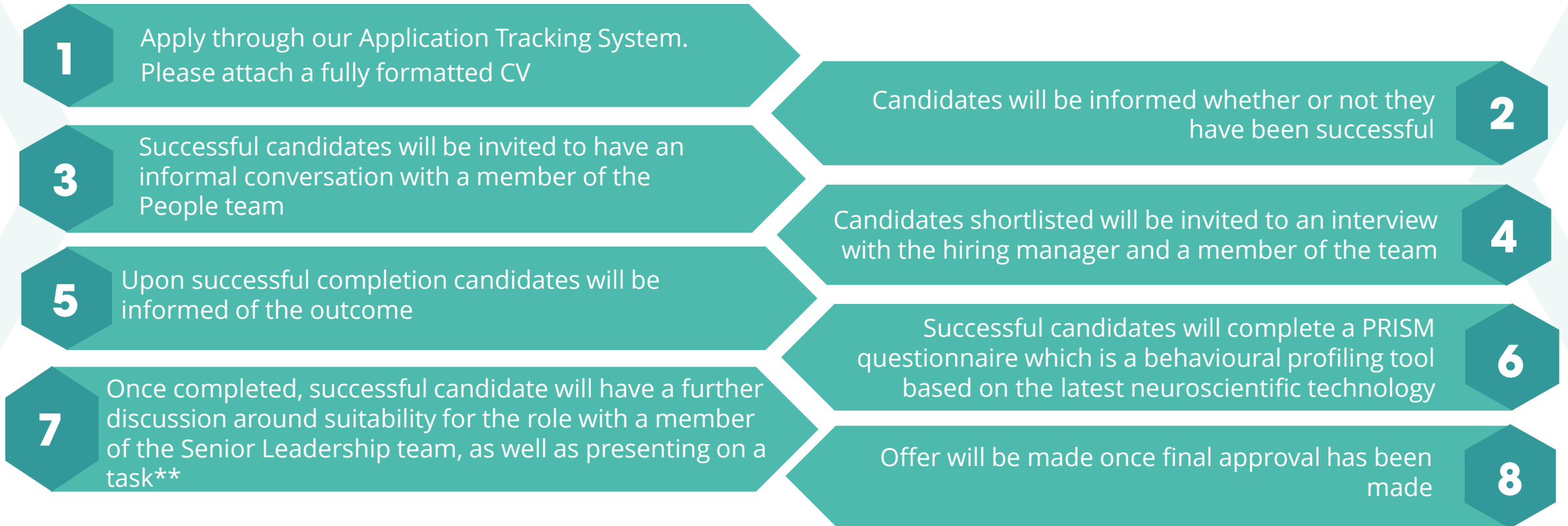
- Minimum GCSE at C or level 4

Skills, Know-how and Experience

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

- Proven experience of working with, demonstrating, or supporting customers with systems.
- Previous experience using MS Office Applications.
- Demonstrable experience of working in a customer facing role with a solution focused attitude.
- Proven ability to organise and prioritise work effectively to achieve targets in a timely and efficient manner.
- Proven ability to develop and maintain effective relationships with internal and external stakeholders across all levels of seniority.
- Evidence of excellent written and verbal communication skills, and ability to engage at all levels and handle challenge successfully.
- Proven ability to work with complex data with great attention to detail.
- Proven excellent customer service skills and confident dealing with a range of stakeholders.
- Evidence of IT proficiency, with excellent skills in using excel to summarise and present data in the most effective way.
- Evidence of analytical skills.

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 current 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.

In the first few months of my role, I got to know the people at Bloom, what they do and how together everyone makes a difference in keeping the Bloom engine running, this was integral to my role.

Through daily talks with my manager, I have been able to discuss all aspects of my role, from challenges faced and ways to overcome them, to how I can improve and what I am doing well in. The constant communication has been and still is a great way for me to learn and develop.

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.