



# Candidate Information

PA & Hub Coordinator

# 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

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# Mission

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

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# 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**

The banner features a teal background with a white hexagon in the upper left and a yellow hexagon above a red pentagon in the lower left. The text is centered and uses a clean, sans-serif font.

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

# PA & Hub Coordinator

Gateshead, flexible working, £32k + 10% potential bonus  
Reporting to Chief of Staff

## Job Purpose and Summary

Reporting to the Chief of Staff, the **PA & Hub Coordinator** will provide effective and efficient administrative support to the CDO, COO and CTO at the highest level of quality. They will be agile in their approach with a deep understanding and focus on the importance of delivering exceptional day-to-day administrative assistance. A key part of the role is the coordination of our team hub, with a primary objective of creating and maintaining a forward-thinking “destination workspace” for our hybrid team. They must possess excellent communication and interpersonal skills, thrive when under pressure and adapt well to change, especially at short notice. They will work in a fast-paced, collaborative culture with the opportunity to fully utilise and showcase their skill set.

## Key Performance Indicators

- The Executives' time is used for a high level of effectiveness
- Delivering accurately and on time
- Quarterly Hub happiness surveys – collated from colleagues

## Key Accountabilities & Responsibilities

### PA

- Act as an ambassador, gatekeeper and point of contact for each leader, dealing with all matters in an efficient, sensitive, and reliable manner
- Regular liaison with the Chief of Staff and fellow PA to ensure alignment on priorities and to follow up on key actions.
- Understand priorities and reorganise workload and tasks accordingly to ensure they can be delivered.
- Excellent diary management, ensuring leaders are organised and prepared well in advance.
- Support team meetings by preparing agendas, attending meetings, taking minutes, and tracking actions where required
- Managing and coordinating travel arrangements
- Inbox management (as requested) - managing and organising the leaders' inboxes by responding appropriately and filtering requests on their behalf
- Producing and formatting documents for internal and external communication as required
- Managing and organising the leaders' expense claims
- Performing a variety of ad-hoc tasks as and when required

### Hub Coordinator

- Be a welcoming first point of contact for all team members and visitors
- Take pride in creating a vibrant, well-organised and collaborative working environment that both meets and anticipates the needs of a hybrid and diverse team.
- Work closely with every team member to ensure that hub operations are running smoothly and efficiently on-site as well as in a remote/hybrid environment.
- Ensure that the hub is equipped with all necessary supplies – kitchen supplies, stationery, and cleaning products – ordering items whenever necessary.
- Ensure that all hub equipment is in good working order including the air conditioning, hot water dispenser, light fixtures, heating etc.
- Liaise with and manage relationships with third-party suppliers – security, cleaners, and maintenance contractors.
- Ensure that all Health & Safety requirements are in place and maintained.
- Keep the hub tidy and presentable including meeting rooms and kitchen areas
- Help enhance our team culture. This may include creating, planning, and executing a variety of creative employee events.



# 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
- 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:

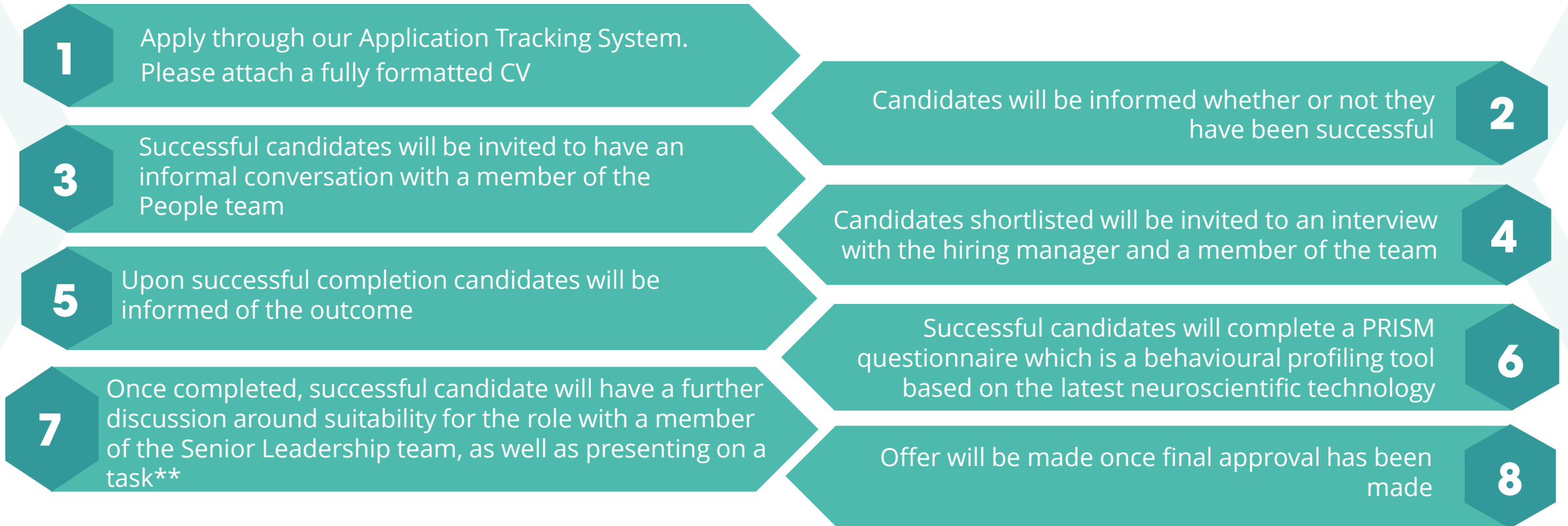
- First Aider (or happy to train)
- Fire Warden (or happy to train)

## Skills, Know-how and Experience

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

- Relevant experience in providing PA support to multiple C-Level executives.
- Ability to multi-task, work without supervision, ability to prioritise and balance conflicting demands, use own initiative to resolve problems and manage own workload within agreed deadlines.
- First-class organisational skills with excellent attention to detail and a high degree of accuracy
- Ability to maintain the confidentiality of information.
- Previous experience in establishing effective office systems and procedures gained from office management or office coordinator role within a hybrid/remote working environment.
- Team player who builds rapport, with a willingness to support colleagues during critical periods
- A thorough understanding of Microsoft Office

# 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 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.**