



Candidate Information

Project Delivery Assistant

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**

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

Project Delivery Assistant

Gateshead, flexible working, £20,850 + 10% potential bonus
Reporting to the Project Delivery Team Leader

Job Purpose and Summary

With a focus on supporting and engaging with Blooms Supply Chain, you will play a key role in building supplier relationships, as well as ensuring successful outcomes are delivered to Blooms clients via Bloom's supply chain. You will effectively monitor the status of projects ensuring accurate visibility is always maintained and that changes to scope are managed effectively and aligned to best practise processes. Through this work you will support monthly revenue realisation activities by providing accurate forecasts relating to the commercial aspects and payment schedules of assigned projects within your portfolio

Key Performance Indicators

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

Key Accountabilities & Responsibilities

- Post contracting facilitate an effective handover takes place between the sourcing and project delivery teams.
- Organise, hold, and run project kick off calls where appropriate (dependant on customer allocation/ownership) between the client, Bloom and supplier as well as arranging regular project management meetings at appropriate times based upon the scope and schedule of projects
- Ensure that post contracting, proactive and appropriate levels of monitoring and controls are applied to projects where scale, value, or complexity dictates to ensure delivery of outcomes to agreed milestones and fees, payment adherence to agreed payment processes and payment requests are accurate and timely. This includes proactive risk management of projects with a focus on schedule, costs, and quality.
- Work with Procurement Business Partners and suppliers/clients to address and resolve project issues that arise post contract.
- Support the monthly service delivery revenue process and activities ensuring that revenue is accurately forecasted, realised, and maximised through effective management of projects, holding others to account, and escalating issues appropriately in a timely and proactive manner.
- Relationship management and engagement with supplier key contacts and project owners to review deliverables and drive high levels of customer satisfaction through value delivery and support.
- Act as a point of escalation where issues arise with the delivery of projects.
- Ensure that project data such as payment schedules and milestones are always kept up to date and that data accuracy levels within internal systems meet the required standard
- Where applicable, contribute to non assigned clients to ensure that all projects are formally closed with written agreement from all relevant parties
- Responsible for overseeing the commercial outcomes of project changes in scope and/or timescales, including raising and processing change notices with suppliers, and communicating to interested key decision makers and contacts both internally and externally.
- Provide project related support to suppliers regarding all aspects of their use of Blooms services.

Mindset, Behaviours, Skills and Knowledge

Behaviour, Mindset and Attitude

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

- Self-directed
- persuasion skills
- patience
- adaptability
- good communicator
- Willingness to learn
- calm and friendly manner

Skills, Know-how and Experience

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

- Demonstrable experience of excellent planning and organising skills and able to work in a fast-paced environment
- Demonstrable experience working in a customer facing role
- Demonstrable experience of effective communication skills – oral and written
- Relationship building skills - Demonstrable experience of the ability to develop and maintain effective working relationships
- Demonstrable experience of being customer focussed
- Demonstrable attention to detail skills
- Demonstrable experience of computing skills including Microsoft Word, Excel & PowerPoint

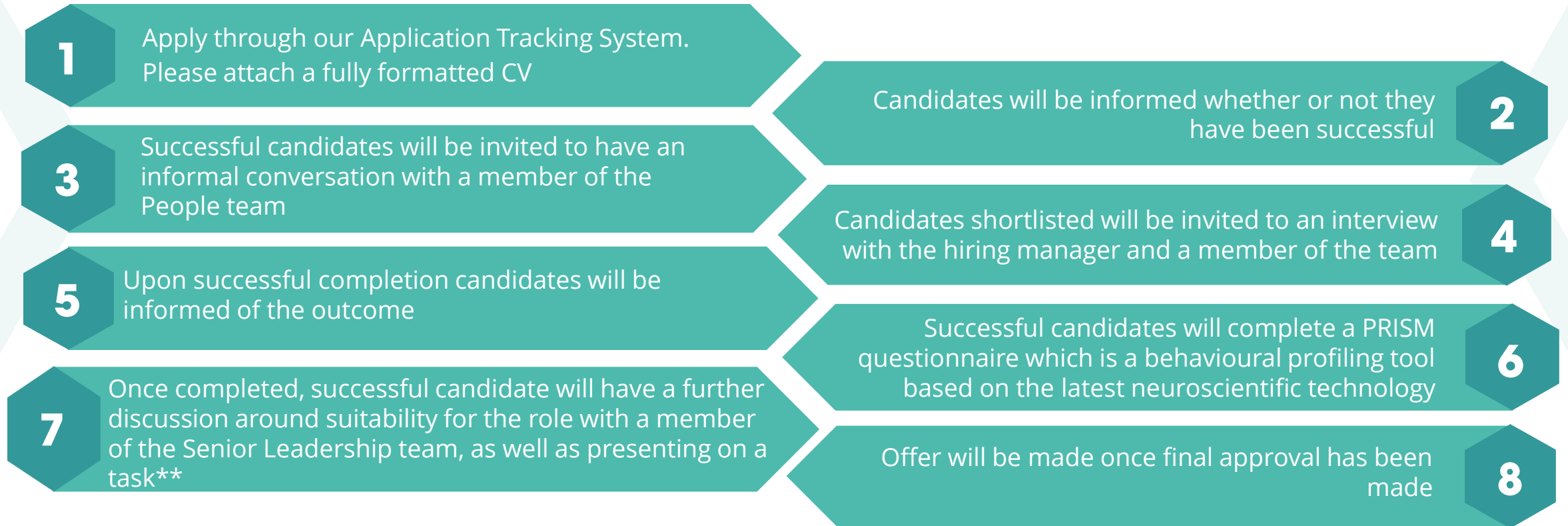
Preferred:

- An interest in procurement or a background of providing support to a procurement function
- A basic understanding of procurement and project management principles

Technical skills and Qualifications:

- Minimum GCSE at C or level 4

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.