



Candidate Information

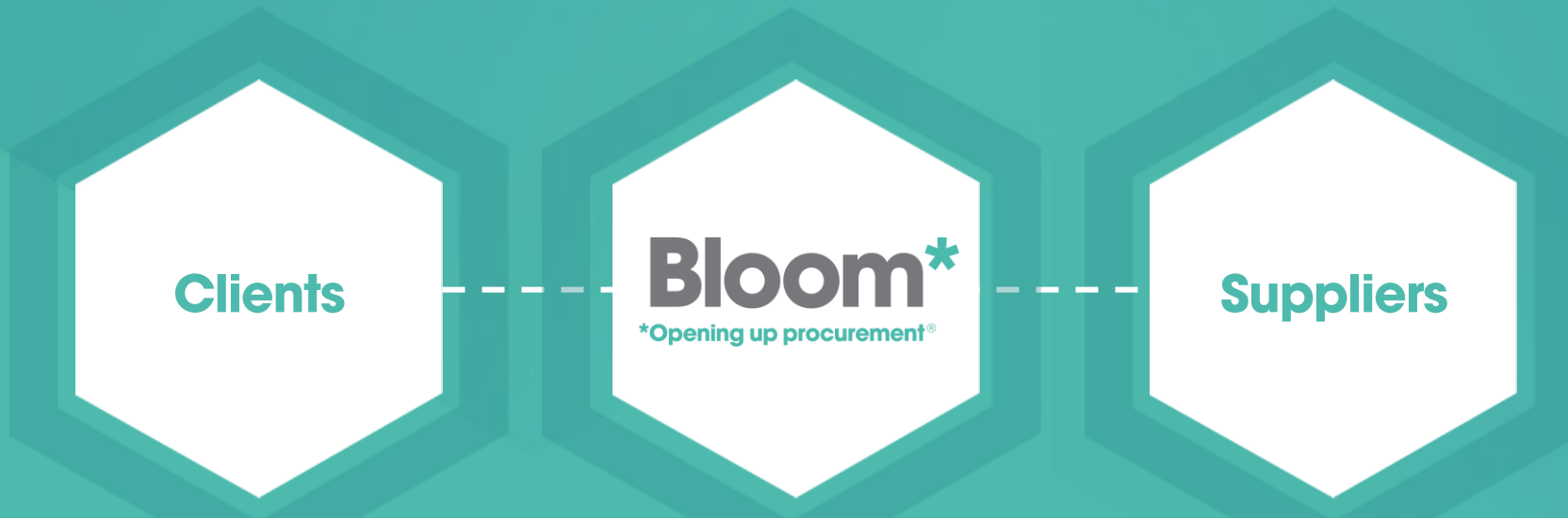
Technology Services Analyst

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

Technology Services Analyst

Remote, up to £30k ,+10% potential bonus
Reporting to Head of Technology Operations

Job Purpose and Summary

To provide high-quality and responsive technology service management support to the business. This encompasses IT support for internal users, liaising with 3rd party service providers, and level 2 support of our eProcurement platforms for internal and external users. This is a pivotal role at a critical point in Bloom's growth as we roll out our new platform, bringing a much-enhanced user experience to our customers and internal users..

Key Accountabilities & Responsibilities

- Support for eProcurement applications and task resolution - initially both L1 & L2, becoming just L2 when wider team grows
- Application knowledge specialist
- Application configuration and administration support
- Liaise with external application partners to resolve integration and application issues
- UAT testing of application partner releases
- Deliver user training for eProcurement applications Maintain equipment asset register and IT equipment distribution as part of the starter and leaver processes

Key Performance Indicators

- Support response and resolution times as per SLAs/SLOs

Mindset, Behaviours, Skills and Knowledge

Behaviour, Mindset and Attitude

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

- Behaviours that are in line with our Trademark Behaviours
- Analytical
- Structured
- Creative problem solving, innovative
- Curious – someone who asks a lot of questions

Skills, Know-how and Experience

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

Essential:

- Good interpersonal skills with the ability to engage and support users
- Strong attention to detail combined with good problem-solving skills
- Quick learner with an enthusiasm to learn
- Able to work in a fast-paced environment and meet specific deadlines

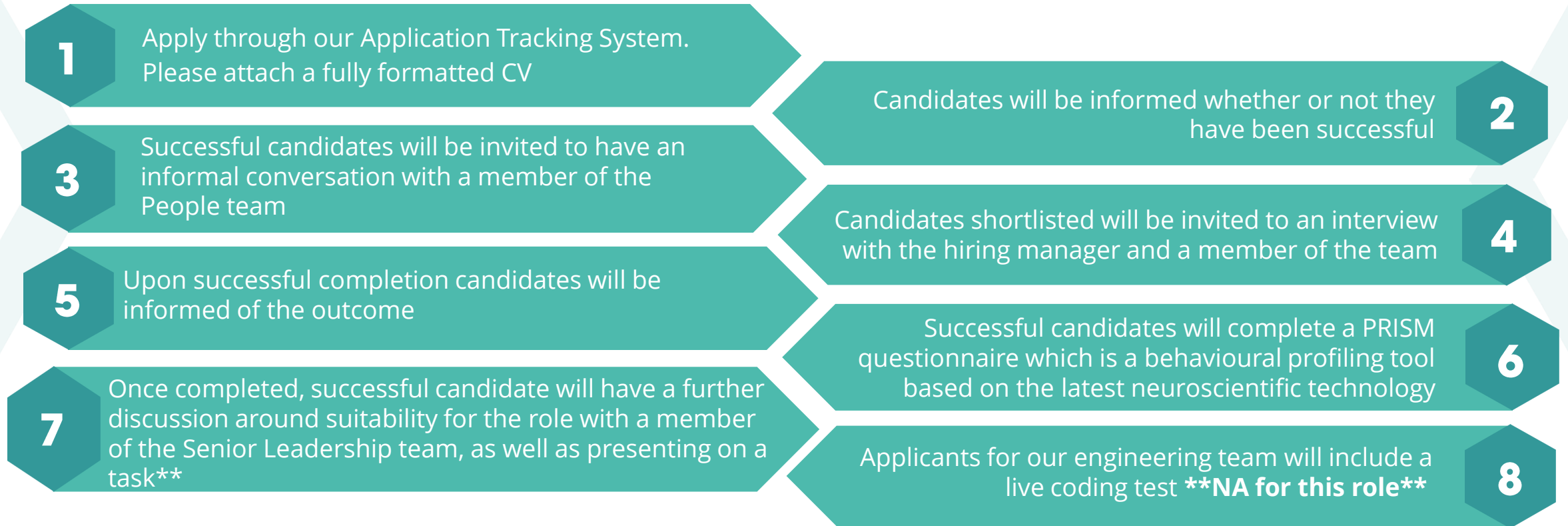
Preferred:

- Prior experience of system administration would be desirable
- Experience working with service desk application such as Zendesk would be desirable
- An understanding of strategic sourcing and procurement processes would be desirable

Technical / professional qualifications:

- IT or Technology related NVQ Level 2, BTech or equivalent would be desirable

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.