

## Job Description

**Job title:** Client Engagement Executive

**Team:** Commercial

**Reports to:** Head of Client Engagement

**Location:** Home

**Job purpose:** The Client Engagement Executive is accountable for identifying and developing commercial growth initiatives with our high-potential clients to ensure our client relationships achieve and, ideally, exceed our long-term revenue targets. By building strong relationships, influencing key stakeholders across our clients' organisations, and identifying new opportunities for Bloom to grow project pipelines for their clients, the role holder will deliver commercial growth for Bloom.

Key accountabilities:

- Responsible for revenue development in line with client revenue targets
  - Develop and implement a regular contact plan for allocated high-potential accounts, taking into account existing project profile, Bloom marketing activity and market developments
  - Identify and develop potential project opportunities based on engagement, market insights and/or inbound contacts
  - Create and manage pipeline, tracking via CRM
  - Build positive, collaborative relationships with Procurement Business Partners, Delivery Assistants and Sourcing Specialists at Bloom to ensure co-ordinated and consistent messaging to client, and feedback loop for new opportunities
  - Establish clear development path to promote clients to Tier One service model based on successful growth initiatives
- Work with assigned clients to extend the use of NEPRO3 across categories;
  - Create Stakeholder Mapping, identifying primary budget holders outside of Procurement/Commercial

**Skills, know-how and experience:**

**Essential:**

- Behaviours that are displayed in line with our Company values and always strives to deliver an outstanding customer experience
- Proven ability to develop and maintain effective relationships with internal and external stakeholders across different levels of seniority that deliver business growth
- Demonstrable ability to maintain client engagement across a broad and varied book of business, primarily through desk-based engagement channels
- Demonstrable experience in use of CRM platform (Salesforce/similar) for tracking opportunities, reporting project pipeline and forecasting future revenues
- Proven ability and desire to track key metrics and interpret data and reporting to inform business focus.
- Evidence of personal drive and self-motivation with a focused, engaging, and positive attitude
- Consistent experience working in a client service environment

**Desirable:**

- An understanding of modern procurement practices, primarily within the Public Sector

## Job Description

<ul style="list-style-type: none"> <li>○ Use Bloom-specific and partner marketing collateral to increase awareness of scope and depth of Bloom-supported categories with clients through regular communications with key stakeholders</li> <li>○</li> <li>● Establish and maintain robust relationships with clients             <ul style="list-style-type: none"> <li>○ Ensure client communication and reporting is carried out in a timely and accurate manner, in line with our Client Charter</li> <li>○ Encourage client-to-client advocacy through case studies, meetings and events, promoting Bloom's USPs throughout.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Knowledge of technical, legislative and regulatory frameworks affecting the public sector</li> </ul> <hr/> <p><b>Technical / professional qualifications:</b></p> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>● Business related qualification</li> <li>● Procurement qualification or foundation course</li> </ul>
<p><b>KPI's:</b></p> <ul style="list-style-type: none"> <li>● YoY growth for named accounts, in line with company budget</li> <li>● Increase in the number of categories that Bloom supports, per allocated client</li> <li>● Increase in share of wallet of professional service spend for allocated clients</li> </ul>	<p><b>Direct reports:</b></p> <ul style="list-style-type: none"> <li>○ None</li> </ul>

*This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties.*