

Job title: Customer Experience Officer	Team: Operations
Reports to: Operations Director	Location: Field Based
<p>Job purpose: 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.</p>	
<p>Key accountabilities:</p> <ul style="list-style-type: none"> • Facilitate the on-boarding of new customers to the Bloom marketplace: <ul style="list-style-type: none"> ○ 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. 	<p>Skills, know-how and experience:</p> <p>Essential:</p> <ul style="list-style-type: none"> • Experience of working with, demonstrating, or supporting customers with systems. • Competent in the use of MS Office Applications. • Experience of working in a customer facing role with a solution focused attitude. • Ability to organise and prioritise work effectively to achieve targets in a timely and efficient manner. • Ability to adapt and learn new tools and techniques, and willingness to embrace opportunities for change. • Proven ability to develop and maintain effective relationships with internal and external stakeholders across all levels of seniority. • Excellent written and verbal communication skills, able to engage at all levels and handle challenge successfully. • Ability to work with complex data with great attention to detail. • Able to make decisions, problem solve and take a pro-active approach to work. • Excellent customer service skills and confident dealing with a range of stakeholders.

Job Description

- 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.

- IT proficient, with excellent skills in using excel to summarise and present data in the most effective way.
- Ability to work under pressure and to tight timelines.
- Excellent analytical skills.
- Behaviours that are displayed in line with our Company values and always strives to deliver an outstanding customer experience.

Desirable:

- Experience of working and delivering in a project setting as part of a multi-functional team.
- Knowledge of standard procurement processes and practices.
- Experience of working with a Public Sector customer base.

Technical / professional qualifications:

- Minimum A' Level qualification or equivalent preferred.

Direct reports:

None