



Candidate information pack

Technical Helpdesk Manager

What we do...

Bloom offers a dynamic supply chain providing the public sector with a marketplace to buy and manage professional services.

We ensure delivery of quality outcomes from our pre-approved and ever-growing network of suppliers and consultants. Our fully compliant open access marketplace is outcomes based meaning the public sector only pays for what is delivered.





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, essence, proposition, 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."

Amabel Grant – Bloom Procurement Services CEO



Our vision...

To be the go-to solution for
professional services.



Our mission...

To deliver a world class experience
for our buyers and suppliers, using
our expertise and technology



Our purpose...

Enabling brilliant outcomes today, that
build a better tomorrow



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...



Benefits you receive working for Bloom



Company bonus scheme



Simply Health cash back plan



Beyond cashback card – earn on your everyday spend



Hybrid working & flexibility



A day off for your birthday – because you deserve it!



Learning and Development Opportunities – individual personal development plans



25-day holiday allowance - increasing with length of service to a maximum of 29 days plus bank holidays



Employee Assistance Programme – for the time you need support



Death in Service – four times your salary



Buy up to 5 additional days holiday



Company Pension Scheme



One day to give back via volunteering



Grab a Grand referral scheme



Employee Voice – Hive HR Engagement Survey and Open Door



Company social events



Electric Vehicle salary sacrifice scheme



Hive Fives - Little messages big miles recognition portal. Everyone deserves a pat on the back.



Cycle to Work scheme

Technical Helpdesk Manager

Remote, salary between £45k - £50k D.O.E, reporting to Platform and Engineering Director

Key Accountabilities & Responsibilities

- **Drive the culture**
 - Partner with HR and other internal functions to:
 - ensure that employees and customers alike share a great experience.
 - align and unite the organisation around the customer
 - ensure that the customer and the impact on the customer is embedded in all decisions, designs, and conversations
- **Develop, deliver, and utilise the tools**
 - Define and build helpdesk strategy which should aim to:
 - Drive continuous and ongoing customer journey improvements and deliver automation and scalability
 - Increase customer satisfaction and Net Promotor Score (includes ownership of managing relevant feedback loops and reporting capabilities used to inform and drive improvements).
 - Input and influence wider operational and product development strategies and plans focussed on delivering optimal customer experience and value
- **Refine, communicate, and lead Customer Support** approach and processes for Bloom Marketplace and all inbound incidents and requests, covering both external interaction with customers and internal interaction with Product Management, Operations and Engineering
 - Establish, configure, and enhance use of customer support management tool (Zendesk), including reporting, alerting, workflow, and automations
 - Build and manage an internal resource pool of Support Analysts
 - Potentially manage external 3rd party support resource (to support scaling – tbc)
 - Contribute to strategic vision for scaling Customer Support to meet the growing needs of the business
 - Provide reporting/dashboards to internal and client stakeholders on support metrics and performance against agreed benchmarks
 - Ensure Support function exceeds response & resolution requirements defined in SLOs & SLAs
 - Work with internal stakeholders to ensure progression and timely closure of support tickets requiring operational or product change
 - Support integration with level 3 work tracking tools (Monday.com and Jira Software)
 - Drive efficiencies and reduced costs in support processes through innovation and use automation and other technology tools.



Job Purpose and Summary

Working closely with other internal functions, as well as external customer stakeholders and service users, the Technical Helpdesk Manager will be accountable for leading the Blooms Support Function. The role will develop and implement a blueprint for continuously improving and scaling processes underpinned by a culture of collaboration, collective accountability, and fanaticism about customer success. This will ensure a focus on exceptional customer support to external and internal stakeholders and provide the business with a full-featured and scalable support function.

Key Performance Indicators

- NPS
- CSAT
- Support Function KPIs
- Performance against defined SLAs and 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.
- Gravitas, ability to build rapport with and present to senior stakeholders and customers across the Bloom ecosystem.
- A growth mindset and an individual who demonstrates continuous learning within themselves and the team.
- Excellent leadership skills and capabilities that can develop high performing teams through continuous feedback.

Technical/professional qualifications:

- Minimum Degree Level qualification or equivalent preferred.
- Recognised professional ITSM certification such as ITIL or equivalent experience is essential
- Project / Programme Management certification desirable but not essential
- Change Management certification desirable but not essential

Skills, Know-how and Experience

Skills, know-how and experience:

Essential:

- Previous experience running a managed services support desk with multiple clients.
- Demonstrable and relevant experience in Customer Support / Experience leadership.
- Management experience leading, growing and developing Customer Support / Experience teams.
- Experience of delivering support efficiencies through adoption of technology-based capabilities such as automation and AI.
- Able to demonstrate successful implementation of Customer Support approach and process
- Strong ability to use and configure customer support management tools (Zendesk) to track issues and report performance against defined benchmarks and targets
- Excellent data analysis, reporting, presentation, and communication skills
- A passion for customer success and customer engagement.

Desirable:

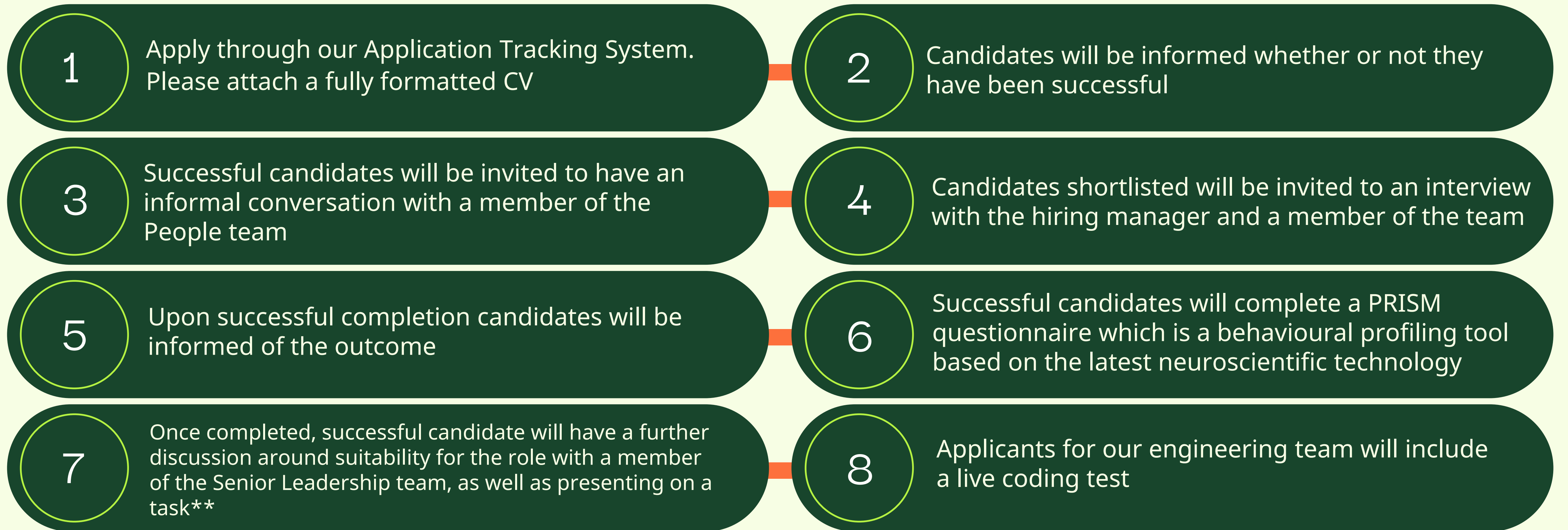
- Knowledge of public sector procurement advantageous
- Experience of working with Agile Engineering or Product Management teams
- Experience of managing external outsourced resources and augmented teams
- Experience of implementing strategic plans
- Experience of working in a SaaS environment
- Practical experience using one or more of these applications: Zapier, SimpleSAT, JotForm, Monday, Jira, HubSpot, DocuSign

Technical / professional qualifications:

- Degree Level qualification or equivalent preferred.
- Recognised professional ITSM certification such as ITIL or equivalent experience would be very desirable
- Project / Programme Management certification desirable but not essential
- Change Management certification desirable but not essential
- Proven experience in demonstrating best practice in a support function
- Ability to identify and resolve bottle necks or inefficient working practices using tools such as Zapier



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 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.

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.

