

PAGABO

Simply better procurement



Customer Service Agent for My Pagabo

Who are we?

Pagabo is a privately-owned procurement specialist. We help public and private sector organisations establish and manage EU compliant framework agreements, dynamic purchasing systems and we provide tailored procurement consultancy services.

We are based in central Hull (55 Whitefrigate, HU1 2HU). We have a focused team, led by MCIPS qualified procurement professionals, and have a balanced public and private sector ethos that delivers strong results.

We have been in business for 8 years and financially very strong. Our growth during 2021 so far has been controlled and progressive, and 2021/22 will see further expansion as demand for our services increases.

We have been working really hard to deliver what will be the biggest gamechanger for Pagabo – the My Pagabo platform. It will fundamentally change the way our clients procure Pagabo services and our suppliers to respond to our clients' needs quickly and effectively in the Pagabo Ecosystem.

Check out our website – www.pagabo.co.uk for more details.

The role

- Work with clients / suppliers to onboard them onto the My Pagabo platform
- Assist with the support of external Pagabo clients with their Dynamic Purchasing System (particularly Office for Health Improvement & Disparities)
- Assist the team with producing training materials - FAQs, How-to Guides - writing and managing internal / external content - videos, online, other
- Work alongside our Customer Service team, using your skills to help us provide support through our helpdesk
- Produce regular reports for management on the progress of My Pagabo onboarding (clients / suppliers)
- Working with the Product Team (inc. Development team) to provide thoughtful customer feedback and be part of overall 'Roadmap' team
- Liaising with 3rd parties to ensure product integration with My Pagabo - existing and future products
- Helping achieve company targets on adoption and utilisation

Skills / Experience Required

- IT proficient - excellent working knowledge of MS Office, Email, Social Media, online portals and conferencing systems (Zoom, Microsoft Teams etc)
- Great communicator - written, presentation and verbal communication skills - you will be presenting and meeting (digital first approach)
- Attention to detail
- Experience in a similar field (desirable)

What's on offer:

- Salary starting at £18,500 (depending on experience)
- Laptop
- After Probation
 - Performance bonus
 - Life Insurance and Private Medical
 - A “Now” Pension (company supported)

To apply please send your CV and Covering Letter to careers@pagabo.co.uk, closing date Friday 3rd December 2021.