



Why I love working for Stream



To say the last 18 months has been difficult feels like a bit of an understatement and I like many others have been reflecting on what is important to me. For me the challenges of the last year or so have not only been Covid related but personal as well and as we continue to emerge from the pandemic, I can't help but feel a little exhausted. That being said, there are definitely some highs I am taking away from the 18 months. My partner and I have gotten to spend more time together, we've built stronger relationships with our families and friends, invested in hobbies, and even bought our first house. We were both fortunate enough to continue to work and having this to focus on really kept us centred and sane. This got me thinking about what I really love about my job and working for Stream.



My co-workers.

We are a close knit bunch at Stream. Our team now stands strong at 16 people and there isn't a day that I do not laugh in the office. This was a massive change for me as I had only worked for large businesses before, working with hundreds of different staff and never really quite knowing anyone. Working in a smaller team has meant that I have developed close working relationships with all of my colleagues, we know one another and support each other. Each person brings so much more to the business than just their expertise and they are a huge part of why I love coming to work every day.



They investment in me.

When I started at Stream I was in a Project Co-ordinator role, building on my previous admin background with the aim being to align and develop our processes to ensure the smooth delivery of our projects. Within my first few weeks I was completing my Prince2 certification and working closely with the directors to understand the needs of the business. As I watched first-hand as my Directors moulded the business and won new clients I was feeling inspired and passionate. I was learning from people I admired and that motivated me to work hard and give my all. Two years later I am an Account Director managing the success of our accounts. This is only because of Stream's investment in me, both their time and their trust.



Location.

I work in a beautiful, converted barn in the countryside. I didn't think this would be something that would be so important to me. As I am a Londoner born and bred, I have always enjoyed the hustle and bustle of being in a city but working in these beautiful surroundings has really made a difference to how much I enjoy coming to work every day. I have bid a fond farewell to the boiling London tube and getting up close and personal with strangers' armpits. My commute to work is now a 20-minute drive through rolling fields jamming along to 90's playlists. I arrive to work energised, ready for the day and looking forward to what I need to do.



I am listened to.

For a lot of employees, it's quite common for the people at the top to simply be names at the bottom of a monthly round up email. Having any contact with them is tricky enough, let alone having face time with them. At Stream I work closely with my Directors daily and they will always make time for me to discuss ideas and support me to make them happen. This is applied across the wider business and the whole team is involved and consulted on the direction of the company and how we do things.



Autonomy and support.

My role at Stream was the first job I had that came with independent problem solving rather than a checklist to complete. I am allowed to be innovative, come up with new ideas and given all of the support along the way to enable me to perform. I love being believed in and trusted to deliver. Several years on from Starting with Stream and with the benefit of hindsight, I can now see how this massively developed my confidence and my ability.

About the Author



Alice Kitchener

 Alice.Kitchener@streamloyalty.com
 www.linkedin.com/in/Alice-Kitchener

Alice loves working with her clients to maximise the customer experience on their loyalty programmes. She can often be found crunching data to provide analysis and insights so you can always expect a productive quarterly review.

We love talking about all things loyalty – if you fancy a loyalty chat, we'd love to hear from you!

About Stream

Stream are passionate about loyalty – we are the experts after all!

As a tech-enabled consultancy, we seek to understand your business challenges and your audience and work with you to craft a loyalty solution that delivers value. We are both consultants and implementers and use our extensive expertise and software capability to deliver proven, lasting results.

Loyalty is not 'one size fits all' and our team of commercial experts work to ensure that your loyalty strategy is right for you.

Whether you need to increase revenue, grow breadth of spend, or create a referrer programme, we have the experience to help sculpt the right solution. Our proprietary loyalty software- LoyaltyStream® helps to: retain customers, change buying behaviours, build brand loyalty and drive referrals.

Our LoyaltyStream® software is deployed globally, helping our clients to build trust that delivers brand loyalty and commercial rewards.

We guarantee to be able to help you Keep, Grow and Win customers for life.



Contact Us

Address

Carter House, Chilton Business Centre,
Chilton, Buckingham, HP18 9LS

Phone: 01844 208 180

Email: contact@streamloyalty.com

www.streamloyalty.com