



# WE NEED YOU

## WE'RE LOOKING FOR

MX PARTNERSHIPS CHANGE &  
TRANSFORMATION EXECUTIVE

**LOCATION:**  
Hybrid

**WORKING HOURS:**  
37.5 hours a week

**SALARY/DAY RATE:**  
Up to 40,000 per annum

**OTHER BENEFITS:**  
15% Bonus, Life Assurance, PerkBox Discounts,  
Aviva Pension, Samsung Discounts, Company Sick  
Pay, ETHIC Values - Employee of the month: a  
chance to win a £500 lifestyle voucher!

**CONTACT TYPE:**  
Permanent

## WE'RE LOOKING FOR A DATA DRIVEN, INNOVATIVE INDIVIDUAL

As a MX Partnerships Change & Transformation Executive, your fieldwork, alongside the Field Service Executives, will directly influence how Samsung's partners operate, ensuring they are consistently improving and aligning with Samsung's evolving standards. By working closely with partners and the field team, you will be the driving force behind operational excellence and continuous improvement.

This is an exciting opportunity to join our Mobile Experience (MX) Customer Experience (CX) team. The MX CX support function covers all Samsung Mobile, Tablet, and Computer technologies, shaping the service experience across our partner network.

This role is essential in ensuring partners deliver the highest standards of support throughout the customer lifecycle. In this role, you will take the lead in gathering insights, improving workflows, and driving operational changes to enhance partner performance. You will work closely with the field team to ensure that the services provided by our partner network evolve to meet Samsung's long-term strategy and goals. This position is designed to foster continuous operational excellence through field-based analysis, feedback, and innovation.

## TO MAKE A REAL DIFFERENCE IN THESE AREAS

### PARTNER INSIGHT GATHERING

- Regularly visit partner sites to engage with their operations first-hand.
- Collect feedback, performance data, and operational insights that will inform actionable strategies for improving partner efficiency and service quality.

### PROCESS REDESIGN & FIELD TRANSFORMATION

- Utilise your field knowledge to redesign partner workflows.
- Work closely with partners to ensure process changes are rooted in real-world conditions, whilst being aligned with HQ requirements and recommendations, focusing on improving and optimising partner interactions and the customer journey.

### CUSTOMER & PARTNER JOURNEY MAPPING

- Spend time in the field, testing the end-to-end repair journey of our authorised service partner network.
- Have a hands-on approach to help identify areas for improvement, ensuring every step of the repair journey is aligned with Samsung's standards and long-term strategy.

### FIELD-DRIVEN INNOVATION

- Lead on-site initiatives that test and implement new processes, tools, and strategies.
- Ensure that improvements are practically tested in the field before broader rollout, fostering a culture of continuous innovation within the partner network.

**SAMSUNG  
MX PARTNERSHIPS  
CHANGE &  
TRANSFORMATION  
EXECUTIVE**

## COLLABORATION WITH FIELD TEAMS

- Work alongside the field team to provide guidance and support to partners.
- Engage the Field Service Team to drive improvements, engagement, and relationships, ensuring that partners have the correct tools and insights to enhance their operation.

## BRAND REPRESENTATION

- Maintain a positive and professional attitude during all internal and external meetings and partner visits, embodying the company's values and culture.
- Travel to partner sites to represent the brand and ensure that the company's processes, values, and standards are consistently applied.

## OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You have a strong background in operational improvement, field-based processes, and partner management.
- You excel at gathering insights from on-site partner visits and translating them into practical, strategic improvements.
- You thrive in a field-based role and are proactive in identifying operational inefficiencies and driving real-time solutions.
- You're an excellent problem-solver and can work independently, adapting to the dynamic needs of partners in the field.
- You're passionate about building strong relationships with partners and can inspire them to adopt new processes and approaches.
- You're a confident communicator and capable of leading transformation efforts directly at partner sites.
- You have a full UK driver's licence for frequent travel to partner locations across the network.

**Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.**

