



WE NEED YOU

WE'RE LOOKING FOR

Retail Operations Executive

LOCATION:

Chertsey/Home working

WORKING HOURS:

37.5 hours over Monday – Friday

SALARY/DAY RATE:

£30,000 per annum

OTHER BENEFITS:

10% 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

REPORTING IN TO:

Operations Manager

WE'RE LOOKING FOR A PASSIONATE RETAIL OPERATIONS EXECUTIVE

The Retail Operations Executive is responsible for managing the day-to-day processes of our maintenance and digital execution activity, working with Samsung's maintenance vendor to raise awareness of new and ongoing maintenance tickets alongside using Samsung's digital implementation software to execute Digital market across Samsung's retail displays. The Retail Operations Executive will build and support the strategic alliance with the maintenance and digital partners. We are looking for flexible individuals as working hours may vary occasionally. A challenging and exciting role where there is an excellent opportunity for progression.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

COMPLIANCE

- Develop, implement, and manage the display compliance processes to allow for the effective communication of issues and trends within the Samsung retail estate across the UK & Ireland.
- Be the champion of store standards, ensure issues impacting sales and customer experience are quickly and efficiently resolved utilising relationships with the Samsung account teams to continually improve display compliance.
- Work closely with the Samsung Warehouse Fulfillment Manager to regularly review and set minimum stock holding levels, ensure engineers are adequately equipped to maximise compliance across the estate as well as managing the EOL disposal process.

STAKEHOLDER MANAGEMENT

- Ensure key stakeholders are aware of trending issues by gathering insights and feedback directly from the field team.
- Circulate appropriate content to ensure our field teams and relevant stakeholders are kept up to date on known issues, resolutions, trials, and trends.
- Presentation of ideas, results and outcomes of projects and trials to relevant stakeholders across the business with focus on the IM team and senior management.

PROJECT MANAGEMENT

- Generate and implement clear processes and timelines for dealing with a wide range of issues, prioritising and escalating where appropriate.
- Create and circulate weekly reports to various teams around the business to give Head Office colleagues valuable insight from our store and field teams.
- Support the Operations, Merchandising & Go to Market team to feed in requirements to forthcoming projects and provide valuable insight on live project performance.

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Executive

COMMUNICATION

- Act as the main day to day contact for Samsung's maintenance partner being an escalation point for nationwide issues, manage, and report on the quality of service provided by the agency and ensure the alignment of goals and objectives across the partnership while demonstrating commercial awareness.
- Main contact for rapid resolutions for situations such as health & safety as well as issues flagged through our channel partners.

DIGITAL EXECUTION AND DATA ANALYSIS

- Working alongside the Senior Retail Operations Executive to deliver Digital connectivity and Digital POP screen technology strategies and support with the execution Digital Marketing content across Samsung Retail digital screens.
- Consistently identify opportunities to drive digital performance improvement by utilising data and trends, field and internal team feedback and the Retail Reporting and Insights team

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

- You're an excellent relationship builder
- You're able to work to strict deadlines
- You're proficient in Microsoft Office software, including PowerPoint & Excel
- You're comfortable dealing with multiple stakeholders in a fast-paced environment
- You're a solution-based thinker
- You're a strong written & verbal communicator
- You have a passion for detail and delivery
- You have strong Influencing skills
- You drive change and can be flexible
- You have experience working in retail
- You consider the impact of decisions on profitability

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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.

