



# WE NEED YOU

**WE'RE LOOKING FOR**  
Senior Online Training  
Manager

**LOCATION:**  
Chertsey/Homeworking

**WORKING HOURS:**  
Monday – Friday, 37.5 hours weekly

**SALARY/DAY RATE:**  
Up to £50,000 - £55,000

**OTHER BENEFITS:**  
Bonus / Car

**CONTACT TYPE:**  
Permanent

**REPORTING IN TO:**  
Head of Product Training Strategy

**SAMSUNG**  
**Senior Online**  
**Training Manager****WE'RE LOOKING FOR INNOVATIVE INDIVIDUALS**

Working within the Samsung MX training function and alongside the Senior Retail Programs Manager, you will take full ownership of the execution, delivery, and ongoing evolution of Samsung's award-winning e-Learning platform.

We are looking for a commercially-minded, strategically driven individual to lead Samsung's online training platform and strategy across retail and contact centre channels. This is not a traditional L&D or instructional design role; instead, it sits at the intersection of sales enablement, digital platform management, and commercial performance.

As Senior Online Training Manager, you will use the platform as a core tool to drive product knowledge, influence sales behaviours, and ultimately improve commercial performance across Samsung's partners. You will lead the overall strategy and direction for eLearning, ensuring all activity is aligned to key business priorities and delivers measurable impact.

You will manage a small team (an online training manager and an online training executive), oversee budgets, and be accountable for demonstrating return on investment, while driving incremental growth through both channel partners and internal stakeholders. Working closely with Samsung teams, external agencies, and retail partners, you will ensure all training initiatives are not only delivered effectively, but are engaging, data-driven, and aligned to business goals.

**TO MAKE A REAL DIFFERENCE IN THESE AREAS****STRATEGY DEVELOPMENT**

- Define and lead the strategic direction of the eLearning platform, setting clear objectives and KPIs to measure engagement, behavioural change, and commercial impact
- Shape and deliver a content and engagement strategy to maximise reach and ongoing platform usage
- Maintain a strong understanding of competitor activity to ensure Samsung remains best-in-class and continues to innovate
- Drive repeat engagement and platform growth by optimising the user journey and experience across web and app
- Ensure alignment between online and virtual training to deliver a seamless, high-quality learning experience
- Align all training activity to Samsung UK priorities, with a strong focus on supporting product launches and driving handset retention

**PEOPLE ENGAGEMENT**

- Lead and develop the Online Training Manager and Online Training Executive, ensuring high-quality execution and delivery
- Clear and concise communication to the relevant teams
- Leading stakeholder communications on new changes to system to allow updates within channel and retailers

**PERFORMANCE ANALYSIS**

- Ownership of agency contract and external supplier relationship to show ROI based on agreed objectives and Statement of Work. Require clear measurement of performance on monthly and quarter perspective measuring value added vs investment.
- Track, analyse, and report on platform performance, using data to drive continuous optimisation and improvement
- Establish structured feedback loops across stakeholders and users to inform future strategy and enhancements
- Produce regular reporting on engagement, usage, and impact, linking activity back to commercial outcomes where possible

**SAMSUNG**  
Senior Online  
Training Manager

- Build and deliver plans to meet quarterly targets, continuously monitoring and adjusting based on performance insights

## PROJECT MANAGEMENT

- Integration of Samsung Ambassador Elite program to deliver expert knowledge and upweighted access into online learning.
- Market the E-learning portal to the retail channels partners
- Ensure updates are completed in a timely manner particularly around product launches
- Develop best in class execution of remote learning through portal and mobile app, developing the platforms, taking advantage of recent trends and user patterns for online usage
- Oversee agency alignment project working alongside call centre and B2B functions to make sure any platform changes are streamlined and value to business is maximized

## INNOVATION

- Identify and implement new ways to drive engagement, knowledge retention, and measurable ROI through the platform
- Develop impactful, commercially relevant training content that supports sales conversations in retail environments
- Test and learn new approaches to digital learning, using data and insight to scale successful initiatives

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

- Experience in commercial training, or digital platform management
- Proven ability to build and deliver strategies that drive engagement and commercial outcomes
- Strong stakeholder management skills across internal teams, agencies, and external partners
- Experience managing budgets and demonstrating return on investment
- Strong project and campaign management capability in a fast-paced environment
- Experience managing or owning a digital platform, app, or learning system
- Data-driven mindset with the ability to turn insights into actionable improvements
- Strong attention to detail with a creative and innovative approach
- Experience managing or mentoring team members
- Passion for improving user experience and driving measurable impact

**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.**

