



WE NEED YOU

WE'RE LOOKING FOR

Roadshow Event Manager

LOCATION:

National across the UK/Offshore

WORKING HOURS:

37.5 hours over Monday to Sunday

DAY RATE:

£200 a day

OTHER BENEFITS:

£25 daily bonus

CONTACT TYPE:

Casual Worker Agreement

REPORTING IN TO:

Client Services Manager

WE'RE LOOKING FOR A ROADSHOW EVENT MANAGER

With all the exciting new technology we have on the horizon, we are looking for a pro-active, engaging, and confident Event Manager to join our team on our Contact Centre Roadshow activation. You will be the essential link between our products and Contact Centre advisors, providing a best-in-class experience from start to finish. You will be creating excitement and a buzz around our products by sharing your expert knowledge, boosting brand love, and really driving knowledge retention.

To be successful, you will be an experienced Event Manager with a demonstrated history of delivering public-facing events or brand activations, in high-profile and high-pressure environment. You will be passionate about the latest technology, and you will work to lead the team over the duration of the roadshow. Through the exceptional service you provide, you will show pride, passion, and performance in all that you do building the bond between our customers and Samsung.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

OPERATIONAL MANAGEMENT AND EXECUTION

- Manage promotional stand operations throughout the campaign as per client request
- Lead a team of Product Trainers and supporting colleagues, ensuring roles and responsibilities are managed effectively.
- Build relationships with Contact Centre management and staff to gain buy in and drive engagement
- Provide a point of escalation for any technical issues on the stand, find appropriate solutions and share best practice with the wider Roadshow team
- Manage connectivity and devices to ensure they are fully charged prior to the activation
- Stock management

CUSTOMER EXPERIENCE

- Provide a best-in-class brand experience, leaving an unforgettable impression
- Encourage advisors to visit the stand and participate in experiential zones
- Create excitement and buzz to increase footfall and drive interest in products
- Deliver outstanding interactions, influence, and increase sales
- Proactively engage with advisors to boost brand love and encourage brand loyalty
- Adapt your communication approach to each advisor for personalised experience
- Meet and exceed targets, demonstrating high conversion rates and sharing best practice with the team
- Drive brand awareness and advocacy through positive customer relationships
- Build meaningful and memorable experiences for each advisor

**SAMSUNG
EVENT MANAGER****BRAND AWARENESS**

- Answer advisor queries efficiently and confidently, demonstrating your brand knowledge
- Maintain an expert understanding of products and stay updated on competitor offerings
- Demonstrate products and features in an engaging manner to increase sales
- Upsell products to maximize revenue and increase the conversion rate from query to purchase

REPORTING AND FEEDBACK

- Actively capture key moments and product highlights through photography or video content
- Provide daily event reporting and highlight achievements
- Offer feedback and share best practices with the team
- Capture and report all relevant data daily for performance analysis

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

- Previous Events Management Experience in a Relevant Industry
- Previous Experience Delivering Public-Facing or Brand Events
- Previous Customer Service or Retail Experience
- Logistics, Reporting, and Site Management Experience
- Self-Motivated and Proactive
- Ability to Work Well Under Pressure in a Fast-Paced Environment
- Positive Can-Do Attitude
- Customer-Focused
- Adaptable and Flexible
- Motivated by Sales and Service
- Personable and Energetic
- Strong Communication Skills

SAMSUNG
EVENT MANAGER

- Eagerness to Tackle Challenges and Embrace Change

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.

