



WE NEED YOU

WE'RE LOOKING FOR
FIELD OPERATIONS EXECUTIVE

LOCATION:

London HQ (Old Street) & ad hoc national travel

WORKING HOURS:

Monday – Friday 37.5 hours per week
Occasional weekend working – dependent on
peak periods

SALARY/DAY RATE:

Up to £30,000

OTHER BENEFITS:

15% Performance Related Bonus, Competitive Life
Assurance, Private Medical Insurance, Reward Hub
Discounts, Aviva Pension, SharkNinja Discounts,
Company Sick Pay

CONTACT TYPE:

Permanent

REPORTING IN TO:

Client Service Director

blue square.

SHARK NINJA
FIELD
OPERATIONS
EXECUTIVE

WE'RE LOOKING FOR AN ORGANISED PROACTIVE INDIVIDUAL

In this exciting role, as our Field Operations Executive, you will oversee the day-to-day operational delivery of the SharkNinja field programme, supporting both Brand Expert and Regional Relationships Manager teams.

You will play a key role in ensuring operational excellence, consistency, and readiness across the field function, enabling teams to focus on performance and execution. Working closely with the Head of Field and wider management team, you will support planning, reporting, governance, and continuous improvement initiatives, keeping people and performance at the heart of delivery.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

OPERATIONAL SUPPORT

- Oversee and support day-to-day operational activity across the SharkNinja field teams
- Ensure consistent delivery of field operations aligned to client expectations and business objectives
- Support field planning, scheduling, resourcing, and logistics to support optimum day to day delivery of field objectives
- Act as a central operational point of contact for field teams and internal stakeholders
- Provide additional operational support during peak trading or campaign periods

STAKEHOLDER MANAGEMENT

- Build strong working relationships with internal teams, field managers, and client stakeholders
- Support the Head of Field in coordinating communication across the field structure
- Liaise with external partners and suppliers where required to support field activity
- Proactively identify operational challenges and contribute to solutions

PROJECT OWNERSHIP

- Support and lead operational projects related to field activity, performance improvement, and process optimisation
- Ensure projects are delivered on time, within scope, and with clear outcomes
- Maintain a strong focus on people impact, compliance, and operational efficiency
- Work closely with the key field team members to deliver day to day activity

REPORTING & GOVERNANCE

- Support the collation and analysis of field data, reports, and insights
- Ensure accurate tracking of KPI's, attendance, compliance, and performance metrics
- Maintain operational documentation, processes, and best practice guidelines
- Handle confidential or sensitive information with discretion and professionalism

SHARK NINJA FIELD OPERATIONS EXECUTIVE

TEAM COLLABORATION

- Work closely with the Head of Field, Brand Expert leadership, and Regional teams to ensure alignment
- Support the wider Client Services and Operations teams with field-related tasks as required
- Share best practice across teams to drive consistency and continuous improvement

CONTINUOUS IMPROVEMENT

- Identify opportunities to improve ways of working, efficiency, and field effectiveness
- Support the development of scalable processes in preparation for future performance focus
- Contribute ideas that enhance team capability, engagement, and delivery standards

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You're highly organised with strong attention to detail and planning capability
- You're proactive, adaptable, and comfortable working in a fast-paced environment
- You'll be able to manage multiple priorities and respond effectively to changing business needs
- You'll have strong communication skills with the ability to build relationships at all levels
- You're confident handling operational data, reporting, and documentation
- You're comfortable managing sensitive and confidential information
- You'll have a solution-focused mindset with a desire to improve processes and performance
- You'll have experience supporting field teams, operations, or client programmes is desirable

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.

