



WE NEED YOU

WE'RE LOOKING FOR

Retail Excellence Manager

LOCATION:

Field/Office based

WORKING HOURS:

37.5 Hours a week, working 5 out of 7 days
between Monday to Sunday

SALARY:

£55,000 - £65,000 per annum

OTHER BENEFITS:

Company Car, 15% Bonus, Access to Samsung Discount Portal, Access to Reward Hub for tons of discounts, Company Sick Pay, Aviva Pension, 4 X salary Life Assurance, ETHIC Values Employee of the Month Recognition Scheme

CONTACT TYPE:

Permanent

REPORTING IN TO:

Client Services Director

blue square.

**SAMSUNG
RETAIL
EXCELLENCE
MANAGER**

WE'RE LOOKING FOR A STRATEGIC LEADER WHO DRIVES RETAIL EXCELLENCE

As our **Retail Excellence Manager**, you'll sit at the heart of Samsung's retail operation, leading a multi-functional team to deliver best-in-class execution, commercial performance, and operational efficiency across our retail universe.

You'll connect strategy to execution translating vision into practical plans that empower our field teams to perform at the highest standard. Acting as a central point between the Samsung Retail Lead, Retail Field Lead, and the Client Services Director, you'll ensure alignment, insight, and excellence across all areas of retail performance.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

RETAIL STRATEGY & EXECUTION

- Lead the creation and delivery of retail excellence plans across operations, commercial performance, and communications.
- Ensure retail standards, brand execution, and customer experience remain consistently exceptional across all regions and territories.
- Align activity with retail business objectives and key launches, ensuring cohesive delivery across all field team and channels.

TEAM LEADERSHIP & DEVELOPMENT

- Lead, inspire, and develop the Retail Operations, Commercial, and Communications Executives to deliver their objectives.
- Drive collaboration across teams ensuring priorities are aligned and output is cohesive.
- Support career progression and skill development through coaching, guidance, and clear goal setting.

COMMERCIAL PERFORMANCE & INSIGHT

- Oversee commercial analysis and performance tracking across all retail channels.
- Partner with the Retail Field Lead to identify regional and national growth opportunities.
- Present insights and recommendations to senior leadership, driving strategic and data-informed decisions.

**SAMSUNG
RETAIL
EXCELLENCE
MANAGER****OPERATIONAL DELIVERY & PROJECT MANAGEMENT**

- Own the delivery of key retail projects, from Go-To-Market activity to store excellence initiatives through the team of Omnichannel merchandisers.
- Ensure operational workflows are clear, consistent and efficient, enabling the field and retail teams to deliver with pace.
- Lead the coordination of key retail activities and reporting to senior stakeholders.
- Working closely with our maintenance agency to ensure alignment and prioritisation of operational excellence
- Ensuring supporting tools such as Big Group are being fully utilised / effective for field team on a day-to-day basis

COMMUNICATION & ALIGNMENT

- Act as the retail communications lead, ensuring updates and insights are cascaded clearly and effectively across all retail and field channels.
- Collaborate closely with the Retail Lead, Field Lead, and client teams to maintain full visibility and alignment.
- Represent the retail excellence function in leadership meetings, providing updates on performance and initiatives.
- Ownership of all budget requirements for the current communications platform

BRAND & CULTURE

- Role model Samsung and Blue Square's ETHIC values.
- Champion a culture of collaboration, curiosity, and performance excellence.
- Support and host senior leadership visits, ensuring best-in-class presentation of the brand and its people.

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- Proven experience in retail, operations, or commercial leadership at a regional or national level.
- Strong understanding of retail performance drivers, customer experience and brand execution.
- Demonstrated ability to lead cross-functional teams and deliver through others.
- Excellent communication and stakeholder management skills with the confidence to influence at senior levels.
- Analytical mindset, able to interpret data to drive action and improvement.
- Highly organised with strong project management capability.
- Resilient, adaptable and energised by fast-paced, high-performance environments.
- Full UK driving licence required.

SAMSUNG
RETAIL
EXCELLENCE
MANAGER

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.

