



WE'RE LOOKING FOR A

LEAD CONTACT CENTRE STRATEGY & OPERATIONS MANAGER

LOCATION:	2 days Chertsey, 3 days Field based/Home Working
SALARY:	£60,000 -£70,000
WORKING HOURS:	37.5 hours per week, Monday to Friday
OTHER BENEFITS:	Company Car, 10% Bonus, Life Assurance, Discount portal, Aviva Pension, Company Sick Pay, ETHIC Values - Employee of the month: a chance to win a lifestyle voucher

WE'RE LOOKING FOR A STRATEGIC LEADER

As our Lead Contact Centre Strategy & Operations Manager, you will be ensuring Samsung is recognised as the number one manufacturing partner amongst all UK and Overseas Call Centres that sell our products and services. You will achieve this by working with Senior Stakeholders to create and deliver against a strategy across all Channel Partners to drive our business objectives in 2026 and beyond.

Within the role you will be managing a team, working closely with Senior stakeholders, Channel managers, Retail operations, Training and Channel partners to devise and execute the mid-long term strategy increasing brand engagement & consideration amongst agents on and offshore.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

STRATEGY & CHANGE LEADERSHIP

- Be the voice of change across all channel partner Contact Centre sites ensuring alignment of key objectives
- Own and maintain the Contact Centre roadmap holding key stakeholders accountable for delivering change across key channel partners
- Contribute to and implement an effective strategy that drives clarity on how to improve SEUK KPI's each quarter
- Lead and manage channel specific strategic initiatives to enhance Samsung's offering by account, with a focus on agent engagement and sell out opportunities

TEAM LEADERSHIP

- Lead, mentor, and inspire your team harnessing the power of a collaborative and high-performing team culture, to drive sell out for Samsung.
- Provide guidance and support to team members by understanding their capability, help them to achieve their professional goals and develop their skills through succession planning and talent mapping

GOVERNANCE & STAKEHOLDER ENGAGEMENT

- Ownership of channel bi-weekly, monthly & quarterly meetings and reviews with channels
- Report back changes and opportunities to management in a timely manner to deliver improvements
- Build strong internal and external key stakeholder relationships with both Channel Partners and within the SEUK business
- Understanding the priority of objectives and opportunities for the period ahead for each account
- Collaborate with account teams to build channel specific JBP's.

COMMERCIAL & BUDGET MANAGEMENT

- Support the MX Contact Centre Lead with budget management and forecasting for all activity across each contact centre site for all channel partners
- Responsible for Contact Centre activation budget management, raising and completing briefs/POs on time
- Collaboratively create business cases with clear ROI & investment required

REPORTING & INSIGHTS

- Own & produce weekly contact centre dashboard insights, highlighting performance, areas of opportunities and actions to change
- Maintain contact centre estate data file(s) with up-to-date headcount, skill set split and stakeholder mapping

- Funnel all channel partner requests via Channel managers and assess via scorecard
- Create and maintain Contact Centre scorecard for activations

OPERATIONAL ACTIVITY

- Work collaboratively with Retail Field Lead to construct a quarterly plan for field visits & activities that will be deployed
- Liaise with GTM and Projects teams to ensure all Contact Centre furniture is up to date for key launches
- Proactively identify future opportunities with channel partners to adapt and improve site visibility
- Ensure all activations are aligned to HQ guidelines and synergies with consumer facing activity
- Visit Contact Centre sites regularly to develop a strong understanding of the environment and how the landscape is adapting (UK & Offshore when required)
- Own and maintain (up to date) data files of all stock holding owned by SEUK – e.g., collateral / roadshow furniture equipment

VENDOR MANAGEMENT

- Vendor/agency management helping shape all planned activities and outputs as well as budget optimisation to ensure alignment with the MX budget
- Vendor relationship management for Contact Centre management

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- Experience and understanding of UK and overseas contact centre environments
- Experience or knowledge of the telecommunications industry
- Strong commercial awareness with critical thinking skills
- Excellent stakeholder management, relationship-building, negotiation, and influencing skills at all levels
- Experience managing internal and external stakeholders, partners, and customer accounts
- Budget management and forecasting experience
- Ability to interpret and present data and insights clearly and compellingly
- Adaptable, proactive, and able to perform well under pressure
- Strong written and verbal communication skills
- Positive, can-do attitude
- Ability to manage multiple projects simultaneously
- Full UK driving licence. Flexible to travel within the UK and internationally

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 TEAM.

