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WE NEED YOU

WE'RE LOOKING FOR

Retail Operations Project Manager

LOCATION:

Chertsey + Home-working

WORKING HOURS:

Monday – Friday, 37.5 hours per week

SALARY/DAY RATE/GRADE:

£35,000 - £40,000 per annum

OTHER BENEFITS:

10% Bonus, Life Assurance, Discount portal, Aviva Pension, Samsung Discounts, Company Sick Pay, ETHIC Values - Employee of the month: a chance to win a £500 lifestyle voucher!

CONTACT TYPE:

Permanent

REPORTING IN TO:

Senior Project Manager

blue square.

**SAMSUNG
RETAIL
OPERATIONS
PROJECT MANAGER**

WE'RE LOOKING FOR A DRIVEN RETAIL PROJECT MANAGER

We are seeking a highly motivated and results-oriented Retail Operations Project Manager to oversee and drive special retail projects outside of product launches (New Product Introduction.) This role is ideal for someone who thrives in a fast-paced, collaborative environment and has strong experience in project management.

The Retail Operations Project Manager will be responsible for managing Partner and Mobile Experience (MX) Retail Operation initiatives from concept to completion—ensuring all projects are delivered on time, within scope, and on budget. You will work closely with internal teams, external vendors, and cross functional stakeholders to deliver impactful retail experiences.

If this resonates with you, and you bring experience working with a global premium brand, with a strong understanding of retail deployment strategies, premium visual merchandising, and in-store execution, then this role could be a perfect fit. We're looking for someone with sharp analytical and problem-solving skills, a positive can-do attitude, and the ability to communicate and organise effectively to deliver exceptional results.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

END-TO-END PROJECT MANAGEMENT

- Lead the full lifecycle of retail projects from initial briefing through to execution, closure, and post-project review.
- Translate creative concepts into high-quality, on-brand retail experiences across relevant channels.
- Ensure all projects are delivered on time, within scope, and to budget.

STRATEGIC PLANNING & EXECUTION

- Define project scope, objectives, deliverables, and success criteria in alignment with business goals.
- Build and manage comprehensive project timelines, milestones, and action plans.
- Oversee planning, execution, and monitoring of all project phases.

CROSS-FUNCTIONAL COLLABORATION

- Act as the primary liaison between internal teams (Retail, Channel, Finance, Go-to-market Operations, Marketing, HQ) and external suppliers.
- Facilitate communication and alignment across stakeholders to ensure shared understanding and efficient execution.

BUDGET & RESOURCE MANAGEMENT

- Develop, monitor, and control project budgets, ensuring financial accountability and ROI.
- Coordinate resources across vendor/s to deliver project components seamlessly.

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PROJECT MANAGER****GOVERNANCE & REPORTING**

- Report into governance groups and senior stakeholders to align on project objectives and maintain visibility throughout the lifecycle.
- Provide regular status updates, project dashboards, and post-implementation analysis.

RISK, ISSUE & CHANGE MANAGEMENT

- Identify potential risks and challenges early, and implement mitigation strategies.
- Track, document, and escalate risks or issues to appropriate stakeholders.
- Support change initiatives in collaboration with the Senior Project Manager to ensure successful implementation.

QUALITY ASSURANCE & DELIVERY EXCELLENCE

- Ensure all project deliverables meet brand, operational, and quality standards.
- Conduct reviews and evaluations to assess outcomes and ensure alignment with business objectives.
- Manage rollout escalations and snagging issues, ensuring timely resolution of delays, or quality concerns during rollout phases.
- Act as the escalation point for on-site challenges, coordinating with vendors, channel team, and internal teams to resolve issues efficiently.
- Track, document, and close out snag lists to ensure all deliverables meet quality standards and project specifications before sign-off.

VENDOR MANAGEMENT

- Leading competitive tenders and overseeing multiple agencies for a single project (e.g. design, manufacturing, and rollout).
- Skilled in briefing, monitoring performance, and holding agencies accountable for quality standards, timelines, and successful delivery of business objectives.

BRAND COMPLIANCE

- Ensure all project outputs maintain the highest standards of quality and brand compliance, in alignment with internal brand guidelines and customer experience expectations.

PROCESS OPTIMISATION & INNOVATION

- Continuously identify opportunities to enhance project processes, tools, and methodologies, driving greater efficiency, consistency, and impact.
- Champion best practices in project and retail management, promoting innovation and operational efficiency.

PROJECT CLOSURE & BENEFITS REALIZATION

- Lead the transition of completed projects to ongoing retail operations, ensuring a smooth and structured handover.
- Initiate and manage the project closure process, including post-project evaluations, documentation of lessons learned, and process improvement recommendations.
- Deliver internal reporting and performance tracking, including KPI monitoring & projections.

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PROJECT MANAGER

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You're a project management expert. You have a strong track record of delivering projects on time and within budget, demonstrating excellent organisational and execution skills.
- You're an effective communicator. You excel at building strong internal and external relationships, fostering cross-functional alignment, and creating a shared vision that drives team success.
- You are action-oriented, and forward-thinking, you adapt well to changing priorities and maintain focus under pressure.
- You're results driven. You thrive in fast-paced environments, consistently meeting objectives and managing multiple projects with varying objectives and stakeholders.
- You're a proactive problem solver. Who is self-motivated and resourceful, you anticipate challenges and take initiative to resolve issues efficiently.
- You're a collaborative team player: You foster a cooperative working environment and can effectively balance teamwork with individual accountability for project deliverables.
- You're accountable & detail-oriented: You take full ownership of projects from inception to completion, ensuring every element is meticulously managed and delivered to a high standard.
- You're transparent & a reliable reporter: You provide regular, clear reporting to stakeholders, offering full visibility into project status and progress.
- You manage your time effectively to meet business objectives and deliver successful project outcomes.
- You have proven ability to manage multiple agencies across a single project— from briefing to execution and performance accountability.
- You demonstrate strong commercial curiosity, always seeking to understand how your work contributes to broader business goals and competitive positioning.
- You're a confident project leader. You lead projects with competence and confidence, driving ownership and accountability for results.

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.

