



WE'RE LOOKING FOR A

SENIOR OPERATIONS MANAGER

LOCATION: Samsung Chertsey HQ

SALARY: £60,000 - £65,000

WORKING HOURS: 37.5 hours per week, Monday to Friday

OTHER BENEFITS: Company Car, 10% Performance Related 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 OPERATIONS LEADER

As our Senior Operations Manager, you will lead the operational delivery and optimisation of Samsung's retail estate across the UK & Ireland, ensuring operational excellence across more than 2,400 retail locations. You will drive continuous improvement, governance, compliance, and operational efficiency, whilst leading a high-performing team focused on delivering world-class support to Samsung field teams and channel partners.

Within the role, you will work closely with Senior Stakeholders, Retail Activations, Projects, Field Teams, Agencies and Channel Partners to create and execute operational strategies that improve retail execution, maximise performance, and enhance the overall customer and partner experience.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

STRATEGY & OPERATIONAL LEADERSHIP

- Lead the operational strategy across Samsung's retail estate, ensuring alignment with wider business objectives and commercial priorities
- Drive continuous improvement initiatives that enhance operational efficiency, compliance, and overall retail performance
- Identify operational risks, challenges, and opportunities, implementing proactive solutions and contingency plans
- Own and evolve operational governance processes, ensuring consistency and excellence across all retail environments
- Support the delivery of front-life and in-life operational plans for key product launches in partnership with HQ functions and field teams
- Lead transformational operational projects focused on revolutionising Samsung's in-life retail processes and support models

TEAM LEADERSHIP

- Lead, mentor, and develop a team of Operations Managers, fostering a collaborative, accountable, and high-performing culture
- Provide coaching, guidance, and development opportunities to support career progression and succession planning across the team
- Create an environment where teams are empowered to make decisions, solve problems, and continuously improve ways of working
- Drive engagement, performance, and operational excellence through effective leadership and communication

GOVERNANCE & STAKEHOLDER ENGAGEMENT

- Build and maintain strong relationships with key internal stakeholders, channel partners, agencies, and third-party suppliers
- Act as the senior escalation point for operational issues, ensuring timely resolution and effective communication throughout
- Own operational reporting and governance forums, providing clear updates, insights, and recommendations to senior leadership teams
- Collaborate cross-functionally with Retail Activations, Merchandising, Projects, Field and Contact Centre teams to align operational priorities
- Work closely with channel managers to ensure contractual compliance and operational consistency across all partner sites.

REPORTING & PERFORMANCE MANAGEMENT

- Monitor and analyse operational KPIs, SLAs, compliance performance, and operational data to identify trends and opportunities
- Own and deliver operational reporting dashboards, highlighting performance, risks, opportunities, and actionable insights
- Provide regular compliance and connectivity reporting to senior stakeholders and channel partners
- Drive data-led decision making through clear analysis and commercially focused recommendations
- Ensure operational reporting systems and estate data files remain accurate, up to date, and fit for purpose

OPERATIONAL DELIVERY & CONTINUOUS IMPROVEMENT

- Lead workforce planning, operational resource management, and agency performance optimisation
- Oversee the maintenance programme across the retail estate, ensuring high standards of execution and service delivery
- Be the subject matter expert for Samsung Knox & Retail Mode, ensuring device software and retail execution standards are maintained
- Ensure the safe return and management of contractually obligated devices in collaboration with channel partners
- Identify and implement efficiencies that improve operational effectiveness, reduce cost, and enhance service quality
- Support field teams and channel partners by ensuring operational processes are scalable, effective, and fit for future growth

VENDOR & AGENCY MANAGEMENT

- Act as the key relationship owner for operational agencies and third-party suppliers
- Manage agency performance against agreed KPIs, SLAs, and contractual obligations
- Ensure alignment of operational objectives, service expectations, and commercial outcomes across all supplier relationships
- Drive accountability, performance improvement, and quality standards across all operational partnerships
- Maintain strong commercial awareness when managing operational budgets, supplier agreements, and investment decisions

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- Willing to embrace, live and embed our ETHIC values: Excellence, Together, Heart, Integrity & Curious
- Proven experience in a senior operational leadership role within retail, field operations, contact centre, or multi-site environments
- Previous experience leading and developing managers and operational teams
- Strong strategic thinking and operational planning capability
- Excellent stakeholder management and relationship-building skills at all levels
- Strong commercial awareness and ability to balance operational performance with cost management
- Experience managing KPIs, SLAs, operational reporting, and governance processes
- Highly analytical with strong Excel and reporting capability
- Ability to identify trends, risks, and opportunities through data analysis
- Excellent communication and presentation skills
- Able to influence, negotiate, and drive change effectively
- Comfortable working in fast-paced, evolving operational environments
- Strong problem-solving and decision-making capability

- Experience managing third-party suppliers, agencies, and operational partners
- Proactive, organised, and solutions focused
- Full UK driving licence
- Flexible to travel across the UK & Ireland when required
- Able to commit to 2–3 office or offsite days per week

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.



EXCELLENCE
TOGETHER
HEART
INTEGRITY
CURIOUS