



WE NEED YOU

WE'RE LOOKING FOR

RETAIL PROGRAMMES EXECUTIVE

LOCATION:

Chertsey & Home working

WORKING HOURS:

37.5 hours over Monday - Friday

SALARY/DAY RATE:

Up to £33,000 per annum

OTHER BENEFITS:

10% Bonus, Company Car, Life Assurance, PerkBox Discounts, Aviva Pension, Samsung Discounts, Company Sick Pay.

CONTACT TYPE:

Permanent

REPORTING IN TO: Senior Retail Programmes Manager

WE'RE LOOKING FOR AN ARTICULATE ONLINE TRAINING ENTHUSIAST

Working within the Mobile Training Team you will be a key contact for delivering the day to day running of the communication and reporting to the channel partner staff registered on our on-line training portal and our ambassador programme.

Working under the Senior Retail Programmes Manager, you will support the end-to-end project tasks associated with the Elite programme, managed on our on-line platform, Samsung Backstage. You will be responsible for all internal and external communications as well as providing key insights to both our channel partners and field & training teams, keeping ROI at the forefront of everything you do.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

INTERNAL AND EXTERNAL COMMUNICATION

- Responsible for Retail Programmes communication to all field teams, internal and external stakeholders, including managing communications to be escalated through our internal portals.
- Responsible for being the key point of contact for internal and external stakeholders, working with field managers, channel managers, collating regular feedback and driving best in class execution

INDUSTRY RESEARCH

- Develop and maintain the information to be included in the field team induction process
- Monitor competitor training and ambassador programs and report back key insights

RELATIONSHIP BUILDING

- Develop relationships with the appropriate level of selected channel partners and be responsible for the day-to-day delivery of the program. Attend monthly planning meetings

REPORTING

- Responsible for pulling all weekly and monthly report data and using it to build monthly reports for channel meetings, working with team to develop learning, action plans and insight.
- Build reporting and tracking for field teams and support team with reporting and statistics where required.

PERFORMANCE INSIGHTS

- Monitor and measure engagement of retail program participants and work with field teams to deliver improved metrics and performance
- Support with social posting & tracking on Samsung Backstage social platforms
- Assist in providing information and input on wash-up decks, including overseeing post event questionnaires

**HP
RETAIL
PROGRAMMES
EXECUTIVE**

PROGRAMME MANAGEMENT

- Responsible for managing the Elite Tiering in your channels, including organising additional seeding and managing the mini campaigns associated with the smooth running of the programme
- Responsible for posting training & information on our e-learning app

INCENTIVE/EVENTS

- Work with agency to deliver the day to day running of off-site events
- Organising and attending localised seeding events in your channels and involvement with the large seeding events
- Work with Manager and Retail Programs team for strategy, planning, target setting and return on investment. Ensure the events are on-track to deliver all set KPI's

AD-HOC RESPONSIBILITIES

- Support Manager with strategic planning per quarter, inputting valuable insight garnered from feedback from Field Team Elite champions, call centre team and from the Elites themselves
- Expected to attend monthly meetings in London with our agency
- Required to attend team meetings, seeding events and conferences when required which are likely to be overnight

**OUR IDEAL PERSON &
THE ESSENTIALS WE'RE AFTER**

- You're willing to embrace, live, and embed our ETHIC values: Excellence, Together, Heart, Integrity, and Curiosity.
- High level of proficiency in Microsoft Office suite, especially Excel & PowerPoint, working with online shared documents i.e. Sharepoint
- You're a strong communicator
- You're able to effectively collaborate with all levels of internal and external stakeholders.
- You're expected to work from the Chertsey office when required, with a minimum of 2 day per week
- You're analytical
- You're able to present reports confidently to key stakeholders and senior members of staff
- You're able to manage your time efficiently
- You're able to work collaboratively and be an effective contributor to the team
- You're self-motivated to deliver workload independently

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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.

