



WE NEED YOU

WE'RE LOOKING FOR

DIGITAL OPERATIONS EXECUTIVE

LOCATION:

Chertsey & Home Working

WORKING HOURS:

Monday to Friday, 37.5 hours per week

SALARY/DAY RATE:

£30,000 per annum

OTHER BENEFITS:

Performance Related Bonus, Life Assurance, PerkBox Discounts, Aviva Pension, Samsung Discounts, Company Sick Pay

CONTACT TYPE:

Fixed Term Contract – 12 Months

REPORTING IN TO:

Compliance & Communications Manager

WE'RE LOOKING FOR A CONFIDENT COMMUNICATOR

Our Digital Operations Executive will play a core role within both the Operations & Communications team to support across several key business areas including internal communication & digital execution, driving best in class retail delivery standards. You'll use your communication and organisation skills to build and develop strong relationships that will influence a cross functional continual drive in performance improvement and accuracy.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

OPERATIONAL EXCELLENCE

- Aid 'in-life' operational plans and provide support for all key product launches that will be shared with central GTM functions & field teams to maximise sell-out in circa 1800 channel partner stores and 38 Contact Centre Sites.
- Support improvement projects and trials, working closely with channel partners to maximise opportunities in stores.
- Work closely with the Retail GTM & Operations Managers to create and deliver strategic improvements to Samsung's current retail estate
- Work with our existing Communications & Operations team to maintain and produce various types of content to be shared via our internal platforms
- Review and proofread content generated by both our team and other MX departments, delivering accuracy & consistency
- Construct brand templates and key visuals of exceptional quality tailored to various teams and projects

INTERNAL COMMUNICATIONS

- With the support of the Senior Communications Lead compile essential operational documents and manage business crucial communications
- Prioritise and lead ad-hoc communication and task requests within a specific timeframe, aligning with key business priorities
- Present ideas, results and outcomes of projects and trials to relevant stakeholders across the business with focus on the IM team and senior management.
- Review and action feedback from our internal field and HQ based teams
- Utilise a strong network within the field team and maintenance partners to maximise compliance during VIP field visits
- Use available insights and data to collate and circulate regular business reporting information to specific key stakeholders and audiences

PLATFORM ENGAGEMENT

- Be a true advocate of our internal platforms whilst utilising opportunities to promote features and benefits that support the ongoing use and overall engagement
- Foster and sustain relationships with both the immediate and wider team, aiming to cultivate a comprehensive understanding of the business and the complexity of its operations
- SEUK's expert in Digital connectivity and Digital POP screen technology executing Digital Marketing content across Samsung Retail digital screens

SAMSUNG
DIGITAL OPERATIONS
EXECUTIVE

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You're an excellent communicator both written and verbally, with a keen eye for detail
- You're confident communicating with various team members and stakeholders
- You're organised and able to manage calendars, meetings, and documentation
- You're familiar with communication & creative tools, such as Outlook & Canva
- You're a collaborative team player and can work effectively within a team and across several departments
- You're able to thrive in a fast-paced environment and adapt to changing priorities and tasks
- You're able to plan and prioritise your time effectively and efficiently
- You're proficient in Microsoft 365 packages in particular PowerPoint and Excel
- You're creative and willing to take on various projects and responsibilities
- A solution based thinker where you can utilise your strong influencing skills to negotiate when required
- You've got a full UK driver's license; you'll be required to drive to different locations including HQ

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.

