



WE NEED YOU

WE'RE LOOKING FOR

Brand Ambassador Manager

LOCATION:
Field Based

WORKING HOURS:
Thursday – Monday 5 days a week

SALARY:
£38,000 - £40,000 per annum

OTHER BENEFITS:
15% bonus, company car, life assurance, PerkBox discounts, Pension, company sick pay.

CONTACT TYPE:
Permanent

REPORTING IN TO:
Retail Relationship Manager



Shark Ninja
**BRAND
AMBASSADOR
MANAGER**

WE'RE LOOKING FOR A CUSTOMER CENTRIC RETAIL MANAGER

With all the exciting new technology we have on the horizon, we are looking for a pro-active, engaging, and confident Event Manager to support our Shark Ninja field-based team across various retailers. You will be the essential link between our products, field teams and our customers, working with your team leading the way in providing a best-in-class shopper journey from start to finish. Your teams will create excitement and a buzz around our products by sharing their expert knowledge, boosting brand love, and driving advocacy.

To be successful, you will be an experienced Manager with a demonstrated history of driving performance with instore teams, in high-profile and high-pressure environments. You will be passionate about technology and household products and you will work to lead and develop the team. You will show pride, passion, and performance in all that you do building the bond between our customers and Shark Ninja.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

MANAGEMENT & LEADERSHIP

- Manage promotional stand operations throughout the campaign as per client request
- Lead and develop a team of Brand Ambassadors ensuring effective campaign execution
- Collaborate with Blue Square central teams for staff rota, breaks, and well-being
- Implement team performance management, reporting issues
- Liaise with local venues/shopping centres for staff sign-in and logistical coordination

CUSTOMER EXPERIENCE

- Provide a best-in-class brand experience, leaving an unforgettable impression
- Through your team create excitement and buzz to increase footfall and drive interest in products
- Deliver outstanding customer interactions, influence, and increase sales
- Meet and exceed sales targets, demonstrating high conversion rates and sharing best practice with the team
- Drive brand awareness and advocacy through positive team relationships
- Build meaningful and memorable experiences through your team for each customer

BRAND AWARENESS

- Answer team and customer queries efficiently and confidently, demonstrating your brand knowledge
- Maintain an expert understanding of products and stay updated on competitor offerings
- Demonstrate products and features in an engaging manner to increase sales

Shark Ninja
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MANAGER

- Promote the upselling products to maximise revenue and increase the conversion rate from query to purchase

REPORTING AND FEEDBACK

- Actively capture key moments and product highlights through photography or video content
- Provide daily event reporting and highlight achievements
- Offer feedback and share best practices with the team
- Capture and report all relevant data daily for performance analysis

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

- Previous retail management experience in a relevant Industry
- Previous customer service or retail experience
- Logistics, reporting, and site management experience
- Self-motivated and proactive with a positive can-do attitude
- Ability to work well under pressure in a fast-paced environment
- Customer-Focused
- Adaptable and Flexible
- Motivated by sales and service
- Personable and energetic
- Strong communication skills
- Eagerness to tackle challenges and embrace change

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.

