



# WE NEED YOU

## WE'RE LOOKING FOR

Retail Operations Executive

### LOCATION:

Chertsey/Home working

### WORKING HOURS:

37.5 hours over Monday – Friday

### SALARY/DAY RATE:

£30,000 per annum

### OTHER BENEFITS:

10% Bonus, Life Assurance, PerkBox Discounts, 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:

Operations Manager

## WE'RE LOOKING FOR A RETAIL OPERATIONS EXECUTIVE WITH A STRONG EYE FOR DETAIL

The Retail Operations Executive is responsible for deploying Digital Marketing content to Samsung's Retail displays throughout the UK & Ireland alongside working with Samsung's maintenance vendor to raise awareness of new and ongoing maintenance. The Retail Operations Executive will build and support the strategic alliance with the maintenance and digital partner. We are looking for flexible individuals as working hours may vary occasionally. A challenging and exciting role where there is an excellent opportunity for progression.

## TO MAKE A REAL DIFFERENCE IN THESE AREAS

### DIGITAL EXECUTION AND DATA ANALYSIS

- Working alongside the Senior Retail Operations Executive to deploy Digital Marketing content to Samsung's retail displays that will be showcase the Samsung brand to millions of consumers across the UK & Ireland.
- You will become the expert in the systems used to deploy the content and uphold the Best-in-Class standards that Samsung have become synonymous with throughout Retail in the UK and Ireland.
- You will consistently identify opportunities to drive digital performance improvement by utilizing data and trends.

### COMMUNICATION

- Act as the main day to day contact for Samsung's maintenance partner by being an escalation point for nationwide issues; you will manage, and report on the quality of service provided by the agency and ensure the alignment of goals and objectives across the partnership while demonstrating commercial awareness.
- Main contact for rapid resolutions for situations such as health & safety as well as issues flagged through our channel partners.
- You will use many ways to communicate with cross functional stakeholders and be able to see issues solved from start to finish.

### COMPLIANCE

- Develop, implement, and manage the display compliance processes to allow for the effective communication of issues and trends within the Samsung retail estate across the UK & Ireland.
- Be the champion of store standards, ensure issues impacting sales and customer experience are quickly and efficiently resolved utilising relationships with the Samsung account teams to continually improve display compliance.
- Work closely with the Samsung Warehouse Fulfillment Manager to regularly review and set minimum stock holding levels, ensure engineers are adequately equipped to maximise compliance across the estate as well as managing the end of disposal process.

**SAMSUNG  
RETAIL  
OPERATIONS  
EXECUTIVE****STAKEHOLDER MANAGEMENT**

- Ensure key stakeholders are aware of trending issues by gathering insights and feedback directly from the field team.
- Circulate appropriate content to ensure our field teams and relevant stakeholders are kept up to date on known issues, resolutions, trials, and trends.
- Presentation of ideas, results and outcomes of projects and trials to relevant stakeholders across the business with focus on the IM team and senior management.

**PROJECT MANAGEMENT**

- Generate and implement clear processes and timelines for dealing with a wide range of issues, prioritising and escalating where appropriate.
- Create and circulate weekly reports to various teams around the business to give Head Office colleagues valuable insight from our store and field teams.
- Support the Operations, Merchandising & Go to Market teams to feed in requirements to forthcoming projects and provide valuable insight on live project performance.

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

- You're an excellent relationship builder
- You're a perfectionist with an eye for detail
- You're able to work to strict deadlines and multiple task simultaneously
- You're confident in Microsoft Office software, specifically PowerPoint & Excel
- You're comfortable dealing with multiple stakeholders in a fast-paced environment
- You're a solution-based thinker
- You're a strong written & verbal communicator
- You have a passion for detail and delivery
- You have strong Influencing skills
- You drive change and can be flexible
- You have experience working in retail and have passion for technology
- You consider the impact of decisions on profitability

SAMSUNG  
RETAIL  
OPERATIONS  
EXECUTIVE

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.

