



WE NEED YOU

WE'RE LOOKING FOR

MX FIELD TRAINING MANAGER

LOCATION:

Field Based

WORKING HOURS:

Monday – Friday with occasional weekend support required

37.5 hours per week

SALARY:

£45,000 - £47,000 per annum

OTHER BENEFITS:

10% Bonus, Competitive Reward Scheme Bonus, Company Car, Life Assurance, PerkBox Discounts, Aviva Pension, Samsung/HP Discounts, Company Sick Pay, ETHIC Values - Employee of the month: a chance to win a £500 lifestyle voucher!

CONTACT TYPE:

Permanent

REPORTING IN TO:

National Training Manager

blue square.

**SAMSUNG
FIELD TRAINING
MANAGER****WE'RE LOOKING FOR A FIELD TRAINING MANAGER**

As a Field Training Manager, you will play a pivotal role in driving the performance and development of the Samsung Mobile Division's training team. This includes managing day-to-day operations, monitoring, reviewing and enhancing team and individual performance, and ensuring Best-in-Class training delivery. You will identify growth opportunities and spearhead innovative work streams and projects that enhance team performance, foster development, and solidify Samsung's leadership in the market.

Your role will also focus on using data analysis to measure success and create actionable strategies that drive impact across channels, retailers, and key stakeholders, ensuring alignment with Samsung's business objectives. Working closely with the Head of Field Training and Operations, you'll collaborate with Samsung HQ to unlock new opportunities and expand the team's capabilities. You will help build a team of world-class Trainers by providing robust coaching, structured development plans, and cultivating a culture of excellence.

With a hybrid schedule, you will spend three days per week directly engaging with your team to drive performance and innovation. You will be expected to spend time in Samsung's Chertsey Head Office and Surrey content creation studio,

TO MAKE A REAL DIFFERENCE IN THESE AREAS**DRIVING PERFORMANCE AND GROWTH**

- Leverage data analysis and business insights to identify team and division opportunities, measure ROI, and track progress against business goals.
- Create and execute tailored business plans to enhance the performance of the MX training team.
- Introduce and manage innovative work streams and projects to ensure Samsung stays ahead of market demands.

TEAM DEVELOPMENT

- Conduct regular accompaniments to ensure Best-in-Class training delivery.
- Coach and manage the team, fostering motivation and delivering actionable feedback to elevate performance.
- Identify development needs and provide structured training plans to build Best-in-Class trainers.
- Lead regular team meetings to align on goals, share insights, and maintain momentum.

OPERATIONS MANAGEMENT

- Oversee the workflow of the training team, ensuring timely and effective task execution.
- Ensure compliance with company standards by completing performance reviews, observations, and training course completions.
- Partner with the recruitment team to fill vacancies within the targeted time frame.

SAMSUNG
FIELD TRAINING
MANAGER

CHANNEL COLLABORATION

- Manage designated training accounts, including mystery shop programs and channel engagement initiatives.
- Work alongside other training managers to maintain consistency across channels and maximize impact.

PRODUCT AND LEARNING INNOVATION

- Embrace new product launches by ensuring reports and training are aligned with business needs.
- Provide feedback on innovative learning methods to enhance training effectiveness and engagement.
- Actively contribute to Training, Retail and Contact Centre training strategy

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

- You're skilled in effective management and leadership.
- You're adaptable.
- You're knowledgeable about the shopper journey and store environment.
- You're capable of understanding and managing multiple, high-profile tasks.
- You're able to communicate with and present to Senior Stakeholders, both internal and external.
- You're experienced in working strategically with agencies and 3rd parties.
- You're organised and proactive.
- You're experienced in management within a retail or training environment.
- You're experienced in training.
- You're passionate and innovative.
- You're an excellent communicator with strong communication skills.
- You're qualified at Level 3 in training or management (or desire to achieve this qualification).

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.

