



WE NEED YOU

WE'RE LOOKING FOR

Retail Experience Specialist

LOCATION:

Vacancy 1: North Region

Vacancy 2: Southwest Region

Vacancy 3: Southeast Region

WORKING HOURS:

Monday – Friday – 37.5 hours a week

SALARY/DAY RATE/GRADE:

£110 per day + £10 daily bonus

OTHER BENEFITS:

Company Car, Life Assurance

CONTACT TYPE:

Casual Fixed Term Contract

REPORTING INTO:

Client Service Manager / Director

blue square.

HP

Retail Experience
Specialist

WE'RE LOOKING FOR A PASSIONATE CUSTOMER EXPERIENCE PERSON

Are you a detail-oriented individual with a passion for customer experience and brand excellence? Join our team as a Retail Experience Specialist!

In this dynamic role, you will immerse yourself in the retail environment, visiting assigned stores to assess brand advocacy, product knowledge, and the customer experience.

Using a provided scenario you will interact with retail staff, to gauge their understanding of the brand and their advocacy. Based on your findings, you'll also be responsible for addressing any knowledge gaps to help enhance the in-store brand experience.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

STORE VISIT'S

- During these visits you will closely observe and evaluate the staff's knowledge of the brands product ranges, their ability to engage with customers and their overall enthusiasm.
- You will provide valuable insights into their performance and customer experience.

ENGAGEMENT SCENARIOS

- You will engage with staff, following a detailed brief that outlines specific scenarios. To initiate authentic interactions with store staff.
- By following these scenarios, you'll engage with employees in ways that mirror everyday customer needs, allowing for a realistic evaluation of communication, product knowledge, and problem-solving abilities.

REPORT FINDINGS

- Complete a detailed report on your visit, providing feedback on advocacy levels, brand knowledge, and any areas for improvement.
- Your findings will play a crucial part in helping refine retail strategy that will enhance customer experience.

KNOWLEDGE TRANSFER

- You'll understand the importance of transferring knowledge based on your findings by addressing any immediate knowledge gaps with the retail team to enhance their understanding and ability to promote the brand.

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- Full UK Driving Licence
- You'll have strong observation skills: An eye for detail to accurately evaluate store staff's brand knowledge and engagement.
- You'll have communication Skills: Confident communicator who can provide constructive feedback and assist in knowledge enhancement when needed.
- You'll have an analytical mindset: The ability to assess and report findings with clarity and precision.
- You'll have experience in retail

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- You'll have the ability to hold product knowledge
- You'll have a passion for customer experience

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.

