



WE NEED YOU

WE'RE LOOKING FOR

Retail Field Lead (UK)

LOCATION:
Field based

WORKING HOURS:
37.5 Hours a week, working 5 out of 7 days
between Monday to Sunday

SALARY:
£70,000 - £80,000 per annum

OTHER BENEFITS:
Company Car, 20% Bonus, Access to Samsung
Discount Portal, Access to Reward Hub for tons of
discounts, Company Sick Pay, Aviva Pension, 4 X
salary Life Assurance, ETHIC Values Employee of
the Month Recognition Scheme

CONTACT TYPE:
Permanent

REPORTING IN TO:
Client Services Director

blue square.

SAMSUNG
Retail Field Lead
(UK)

WE'RE LOOKING FOR A STRATEGIC AND INSPIRATIONAL LEADER

As our **Retail Field Lead (UK)**, you will lead the UK retail field operation, setting strategic direction and ensuring flawless execution across multi-site teams. You will oversee two Divisional Managers, ten Regional Managers, and a large team of OTMs, OMs, and Promoters, driving commercial performance, operational excellence, and premium brand experiences.

This role goes beyond field leadership. You will play a visible and influential part at Samsung Electronics UK HQ, working closely with the Samsung Retail Lead and internal stakeholders. From representing the field at post-delegation reviews, Retail Management Days and internal forums, to shaping discussions with Channel Managers and other partners. You will ensure the voice of the field is included in strategic planning and decision-making.

You will partner with senior stakeholders and the client, building relationships at the highest levels, identifying commercial growth opportunities and using data-driven insights to stay ahead of market trends. By balancing strategic vision with operational precision, you will enable the team to achieve ambitious targets and deliver exceptional customer experiences that strengthen Samsung's market leadership.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

STRATEGIC LEADERSHIP & COMMERCIAL GROWTH

- Set and execute the UK field strategy, aligned to client and business goals.
- Lead strategic planning, identifying market opportunities and developing initiatives to deliver growth.
- Use data, insights, and market analysis to stay ahead of competitors and ensure informed decision-making.
- Ensure operational controls and standards drive excellence across all field activity.

TEAM LEADERSHIP & DEVELOPMENT

- Lead, inspire, and coach Divisional and Regional Managers, driving accountability and performance across the UK field team.
- Build capability and succession through structured development, mentoring, and talent mapping.
- Role model leadership excellence, setting a high bar for professionalism, collaboration, and delivery.

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STAKEHOLDER & CLIENT MANAGEMENT

- Build trusted relationships with senior internal stakeholders and client leadership teams.
- Manage client expectations effectively, ensuring alignment of priorities and successful delivery of projects.
- Present confidently at senior meetings, delivering clear, data-backed insights and strategic recommendations.
- Represent the UK field operation at SEUK HQ forums, Retail Management Days, and post-delegation reviews, ensuring alignment with Channel Managers and other stakeholders.

OPERATIONAL EXCELLENCE & PROJECT MANAGEMENT

- Oversee end-to-end delivery of major projects, launches, and initiatives across the retail field.
- Ensure Go-To-Market plans for new products are executed seamlessly in stores.
- Drive continuous improvement through strong governance, compliance, and reporting.
- Host and support senior leadership visits, ensuring outstanding execution and brand representation.

CULTURE & BRAND AMBASSADOR

- Champion our ETHIC values – Excellence, Together, Heart, Integrity, and Curious embedding them into all field planning and activity.
- Build a high-performance culture that embraces collaboration, inclusivity, and innovation.
- Ensure consistency of Samsung's premium brand identity across all retail touchpoints.

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OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- Proven experience in senior multi-site, field-based retail leadership at national level.
- Strong commercial acumen with a track record of driving growth through data, insights, and market analysis.
- Excellent stakeholder management skills, able to operate confidently at board, client, and HQ levels.
- Skilled communicator and presenter with outstanding attention to detail.
- Resilient and adaptable, thriving in fast-paced and changing environment.
- Demonstrable project management experience, leading initiatives end-to-end.
- Able to influence, inspire, and develop large teams to deliver high performance.
- Strong financial and operational management skills, ensuring budgets and ROI are consistently achieved.
- Full driving license required.

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.

