



# WE NEED YOU

## WE'RE LOOKING FOR

Retail Operations Fulfilment Manager

### LOCATION:

Chertsey & Home Working

### WORKING HOURS:

Monday – Friday, 37.5 hours Per Week

### SALARY/DAY RATE:

£35,000 - £40,000 Per Annum

### OTHER BENEFITS:

15% Bonus, Company Car, Life Assurance, PerkBox Discounts, Aviva Pension, Samsung Discounts, Company Sick Pay.

### CONTACT TYPE:

Permanent

### REPORTING IN TO:

Retail Operations Manager

**blue square.**

Samsung  
Retail Operations  
Fulfilment  
Manager

## WE'RE LOOKING FOR A WAREHOUSE & FULFILMENT EXPERT

The Retail Operations Fulfilment Manager would suit candidates who are enthusiastic and passionate about new technology and can work to an exceptionally high standard. Working alongside the Go-To-Market, Merchandising, Reporting & Field teams, the Retail Operations Fulfilment Manager will own full end to end management of retail display stock holdings across our Vendor warehouses.

The Retail Operations Fulfilment Manager will be tasked with transforming & revolutionising Samsung's in life processes for holding stock in key Vendor locations; to ensure stock count excellence is maintained and stock send outs to customers is 'Best in Class'. This role will report into Retail Operations Manager and will provide support to our retail & contact centre operations team.

We are looking for flexible individuals as working hours may vary occasionally. This is a challenging and exciting role with excellent opportunity for progression.

## TO MAKE A REAL DIFFERENCE IN THESE AREAS

### STOCK FULFILMENT

- Working with Samsung vendors, you will be responsible for upholding the stock integrity of high value display devices and retail display spare parts being held across multiple warehouse locations
- Working cross functionally, you will be responsible for ensuring all stock requests are effectively managed and delivered to tight SLAs and satisfaction achieved through Best in Class service delivery
- You will be responsible for managing and maintaining effective stock level control with the warehouse of the Samsung Retail maintenance partner; ensuring the appropriate levels of stock are maintained and the correct stock level alarms are in place

### BUDGET & SUPPLIER MANAGEMENT

- Drive Key relationship holder with the contracted warehousing agency - Escalation point for management issues, 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.
- Build and develop relationships with our key 3rd party suppliers and agencies, ensuring they're achieving their relevant KPIs and delivering on time and to the required quality

## RETAIL OPERATIONS & PROJECT MANAGEMENT

- Working in conjunction with the Retail Operations Executive; you will act as the main day to day contact for SEUK's maintenance partner - Escalation point for nationwide issues, 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
- Project manage a number of improvement projects and trials, working closely with our channel partners to maximise opportunities in stores.
- Work closely with the Retail GTM & Operations Managers to create and deliver strategic improvements to Samsung's current retail estate
- Creating new and innovative solutions to existing operational barriers
- Relentless customer focus to ensure that everything we do contributes to best-in-class experience

## STAKEHOLDER MANAGEMENT

- Responsible for liaising with channel managers to ensure the safe return of contractually obliged end of life display devices to our central warehouse and support with ensuring this stock contributes to Samsung Certified Re-New programme (CRN)
- Create and deliver business cases for future activities to gain budget and buy-in for the wider business and senior leadership team.
- Working Samsung's channel partners, you will be the lead on theft escalations ensuring that Samsung Knox capabilities are invoked.

## COMPLIANCE, DATA & ANALYTICS

- Lead all compliance, KPI's and deliverables within Retail & Contact Centre, ensure we are following process and policy's within SEUK guidelines.
- Liaise with the Communications and Reporting functions within the Operations team and wider business, ensuring they are aligned with all activities and that projects are being effectively communicated and analysed.

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

- You have Strong IT & also Excel skills with knowledge of how to analyse data and create reports to show results
- You have an excellent eye for details, can identify trends and patterns of information and can communicate findings in a clear and concise manner
- You're innovative, with the ability to think of 'out of the box' when it comes to developing new ideas and problem solving.
- You embrace change, and you're motivated by exploring ways of delivering value and impact across the business.
- You're an excellent communicator who can build strong relationships to influence strategic plans, negotiate with senior stakeholders, and drive commercial objectives.
- You can plan and organise your time effectively inline with business goals
- You have experience within warehousing and logistics

Samsung  
Retail Operations  
Fulfilment  
Manager

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.

