



# WE NEED YOU

## WE'RE LOOKING FOR

**Head of Field (UK)**

**LOCATION:**  
Field based

**WORKING HOURS:**  
37.5 Hours a week,  
Monday to Friday  
(Occasional weekends)

**SALARY:**  
£65,000 per annum

**OTHER BENEFITS:**  
Company Car, 15% Bonus, 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

SAMSUNG  
**HEAD OF FIELD**  
(UK)

## WE'RE LOOKING FOR A STRATEGIC AND INSPIRATIONAL LEADER

As our **Head of Field (UK)**, you will lead the UK retail field operation setting a strategic direction and ensuring flawless execution across multi-site teams. You'll oversee six Regional Relationship Managers, Brand Expert Managers and upwards of 30 Brand Experts working across various stores within the UK. Across these two work streams you will ensure consistent delivery of commercial performance, operational excellence, and premium brand experiences.

You'll work in close partnership 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'll enable the team to achieve ambitious targets and deliver exceptional customer experiences that strengthen our clients revenue in retail.

## 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 inform decision-making.
- Ensure operational controls and standards drive excellence across all field activity.

### TEAM LEADERSHIP & DEVELOPMENT

- Lead, inspire, and coach Regional Relationship Managers and Brand Expert 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.

### 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 as well as everyday deliverables.
- Present confidently at senior meetings, delivering clear, data-backed insights and strategic recommendations.

## 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 AMBASSADORSHIP

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

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

- You'll have proven experience in senior multi-site, field-based retail leadership at national level.
- You'll have strong commercial acumen with a track record of driving growth through data, insights, and market analysis.
- You'll have excellent stakeholder management skills, able to operate confidently at board and client level.
- You're a skilled communicator and presenter with outstanding attention to detail.
- You're resilient and adaptable, thriving in fast-paced and changing environments.
- You'll demonstrable project management experience, leading initiatives end-to-end.
- You're able to influence, inspire, and develop large teams to deliver high performance.
- You'll have strong financial and operational management skills, ensuring budgets and ROI are consistently achieved.
- Full driving licence required

SAMSUNG  
HEAD OF FIELD  
(UK)

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.

