



# WE NEED YOU

## WE'RE LOOKING FOR

### VIRTUAL ONLINE TRAINING MANAGER

#### LOCATION:

Chertsey & Home Working

#### WORKING HOURS:

Monday to Friday, 37.5 hours per week

#### SALARY:

Up to £40,000 per annum

#### OTHER BENEFITS:

10% Bonus, Company Car, Life Assurance, Rewards Hub, Discounts, Aviva Pension, Samsung Discounts, Company Sick Pay.

#### CONTACT TYPE:

Permanent

#### REPORTING IN TO:

Senior Online Training Manager

**SAMSUNG  
VIRTUAL ONLINE  
TRAINING  
MANAGER****WE'RE LOOKING FOR A VIRTUAL TRAINING EXPERT**

The Virtual Online Training Manager will manage virtual training projects on Samsung Backstage (Samsung's online training platform), alongside dedicated channel partner sites as well as internal Virtual Training. You'll execute end-to-end projects associated with online virtual training and come up with innovative ideas, relevant to the current business requirements and product range.

You'll be responsible for promoting the awareness of virtual training, as well as providing key insights to both our channel partners, field, and training teams, keeping return on investment and training validation at the forefront of everything you do.

You'll liaise with key stakeholders within the business, channel partners and external agencies to ensure the virtual training continues to evolve and build meaningful connections with our audience.

**TO MAKE A REAL DIFFERENCE IN THESE AREAS****TRAINING STRATEGY EXECUTION**

- Responsible for delivering virtual training strategies and training session roadmaps aligned to the wider mobile experience (MX) strategy
- Be familiar with the marketing assets database, attending Go to Market (GTM) meetings to understand upcoming focuses and weave these into strategic plans
- Maintain a good understanding of competitor virtual training activity to ensure Samsung remain best in class, and report back key learnings and insights

**PLATFORM ENHANCEMENT**

- Work with the Senior Content Manager and the wider Content Team on platform communication plans and the execution of virtual training content plans, including News Feed and Social Media posts, in line with Samsung UK's business focus.
- Grow the online training platform community, building brand advocates and increase product recommendation rate through innovative virtual training
- Work with external agencies to develop platform features, research, and review community feedback, and ensure virtual training platform is intuitive and continues to evolve

**COLLABORATION**

- Collaborate with studio, production and training team to plan, schedule and promote both internal and external live streams as well as Video On Demand content.
- Work closely with the physical contact centre team to align activation plans to ensure a seamless hybrid experience with training, communications, and awareness for our channel partners in contact centre.
- Responsible for promoting virtual training, develop relationships with channel partners communication upcoming sessions and projects monthly.

**SAMSUNG  
VIRTUAL ONLINE  
TRAINING  
MANAGER****PROJECT MANAGEMENT**

- End-to-end project management of the creative process to build virtual training session briefs for training and production team, review content and gain approval working with the Senior Content Manager, Head of Training and marketing touchpoints before content goes live to partners.
- Communicate all projects and updates to the relevant teams including field teams, internal and external stakeholders, ensuring plans are clear and concise.
- Support with building and implementing plans to ensure targets are met on a quarterly basis and continuously monitor progress.
- Operate with maximum cost efficiencies with budgets ensuring decision making supports maximum return on investments made into content, production, platform, and communication.
- Operate with the set guidelines of the role and best practices of Blue Square and Samsung.

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

- You're experienced with online virtual training platforms
- You have experience in and/or have a training background
- You're able to demonstrate experience within consumer technology products and brands
- You've got a great understanding of streaming and studio production
- You're experience in planning, developing, and executing projects such as physical filming of content alongside a production team
- You'll ideally have experience working with creative agency partners to manage and maintain projects
- You're proficient in Microsoft Office suite, specifically Excel and PowerPoint
- You're analytical, able to understand streaming data and reports
- You're able to work collaboratively, effectively contributing to the team
- You're self-motivated, able to deliver independently
- You're creative, with the ability to think of 'out of the box' when it comes to developing new ideas and initiatives.
- You're an excellent communicator who can build strong relationships to influence strategic plans, negotiate with senior stakeholders, and drive commercial objectives.

SAMSUNG  
VIRTUAL ONLINE  
TRAINING  
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.

