



WE NEED YOU

WE'RE LOOKING FOR OMNICHANNEL MANAGER

LOCATION:
Chertsey & Home Working

WORKING HOURS:
Monday to Friday, 37.5 hours per week

SALARY/DAY RATE:
£55,000 - £58,000 per annum

OTHER BENEFITS:
10% Bonus, Company Car or Car Allowance, Life Assurance, Rewards Hub Discounts, Aviva Pension, Samsung Discounts, Company Sick Pay.

CONTACT TYPE:
Permanent

REPORTING IN TO:
Senior Channel Manager

**SAMSUNG
OMNICHANNEL
MANAGER**

WE'RE LOOKING FOR A RETAIL CHANNEL EXPERT

The Omnichannel Manager will be responsible for planning and managing the rollout of fixtures, devices, and messaging of our client's and Network Operator Partners retail displays across all mobile products. You will also be planning and managing all retail communication and engagement within your relevant network partner(s), with responsibility of the management and governance of all retail contractual agreements.

Whilst the planning of these activities is key, the operational delivery and end-to-end management of projects and programmes is fundamental to this role. Therefore, you must feel comfortable in a fast-paced environment, where no two days are the same, spinning lots of plates.

This role will be based within Samsung's head office in Chertsey, with regular external visits to meet with one of our major Network Operator Partners in Contact Centres, Digital, and Retail environments. You'll have a broad remit of stakeholders to manage across Contact Centre, Retail, Channel Marketing, and Account Management, to aid the delivery of all aspects of retail and contact centre within the relevant mobile channel(s).

TO MAKE A REAL DIFFERENCE IN THESE AREAS

STAKEHOLDER MANAGEMENT

- Build strong relationships with Senior Stakeholders both internally and externally within your Channel/Network Operator Partner(s)
- Lead the Samsung Relationship Manager (SRM) dedicated to Contact Centre to execute best in class channel contact centre execution, aligned JBPs and ownership of Contact Centre relationships in channel
- To be a key stakeholder on all projects that relate to your Channel/Network Operator Partner(s)

PLANNING & MANAGEMENT

- Plan and manage the roll out of all retail messaging, devices and fixtures aligned with HQ strategy as advised by the Go to Market team
- Provide detailed plans to the Retail Field Force and wider channel engagement teams to enable full measurement of the effectiveness of all investment within your Channel/Network Operator Partner(s)
- Responsible for budgeting and managing retail spend within your channel by working closely with CMM (s)
- Planning of all SPS resources for CC channels ensuring the appropriate engagement and commercial targets are met in line with agreed channel plans.
- Adhoc duties as outlined by Channel Engagement Functions

EXECUTION

- Delivery of all Retail and Contact Centre Programs within your Channel/Network Operator Partners(s) including but not limited to training (both in- life and at launch/induction), staff engagement, store staff incentives, device seeding and promoter programs

SAMSUNG OMNICHANNEL MANAGER

CONTINUOUS DEVELOPMENT

- Support the development of best-in-class retail solutions by actively supporting all retail trials and projects
- Work closely with Head of Channel Operations to support and facilitate meetings and new initiatives planned for channel contact centres.

INSIGHTS & GOVERNANCE

- Provide contractual governance for all space and retail contracts including challenging Channel Stakeholders to honour all aspects of the contract
- Responsible for ensuring internal marketing processes are being followed prior to committing any spend
- Insight gathering and delivery to the wider business
- Delivery of regular management and ROI reporting
- Adhoc duties as outlined by Channel Engagement Functions

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You'll have an expert understanding of retail, digital and contact centre operations
- You'll have demonstrated experience within marketing and account management
- You can lead projects end-to-end, from planning to operational delivery
- You have a background in retail, technology, and/or telecommunications
- You're experienced in working within a fast-paced, dynamic environment
- You're an expert in stakeholder relationship management, internally and externally at all levels
- You're highly flexible and can adapt to change quickly, easily, and positively
- You're solutions orientated, and can work well under pressure
- You can absorb, manage, and deliver a range of high-volume tasks, simultaneously
- You'll ideally have experience in retail and/or contact centres at a management level
- You have a strong understanding of marketing, operations, and execution, with experience of leading on plans/projects
- You'll ideally have experience working with a major network operator

SAMSUNG
OMNICHANNEL
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.

