



# WE NEED YOU

## WE'RE LOOKING FOR TRAINING OPERATIONS MANAGER

### LOCATION:

HQ (Chertsey) and Home Working

### WORKING HOURS:

Monday to Friday  
37.5 hours

### SALARY/DAY RATE/GRADE:

£35,000 - £40,000

### OTHER BENEFITS:

10% Bonus, Life Assurance, Aviva Pension, Samsung, Company Sick Pay, ETHIC Values - Employee of the month

### CONTACT TYPE:

Permanent

### REPORTING IN TO:

Head of Field Training and Operations

**SAMSUNG  
TRAINING  
OPERATIONS  
MANAGER****WE'RE LOOKING FOR A TRAINING OPERATIONS  
MANAGER**

As the Training Operations Manager you will work part of the MX Training function to support the Head of Field Training and Operations. You will play a pivotal role in driving operational excellence across the MX Training Team. Your responsibilities will centre on the seamless management, planning, reporting, and communication of all events and operations within the training function.

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You will be the central point of coordination between key internal stakeholders, external agencies, and the training team, ensuring all events and activities are aligned to strategic priorities. In addition, you will provide vital operational and reporting support to the SEUK Head of Training enabling the team to deliver exceptional results.

Your role will also include delivering comprehensive reporting to senior business leadership, supporting strategic decision-making, and ensuring all operational aspects of the training function meet the highest standards. This role offers an exciting opportunity to be at the forefront of training operations, ensuring flawless execution and innovation while driving growth and excellence across the team.

**TO MAKE A REAL DIFFERENCE IN THESE AREAS****OPERATIONAL EXCELLENCE & PLANNING**

- Strategically manage and optimise team diaries to ensure efficient and effective coverage of events and training sessions.
- Plan geographically optimised schedules that align with objectives
- Ensure seamless communication of activities and events to key stakeholders, maintaining high standards at the Client's Centre of Excellence.

**EVENT & ASSET MANAGEMENT**

- Coordinate end-to-end event logistics, creating and communicating detailed briefs to trainers for first-class delivery.
- Responsible for all training asset management, tracking asset movement and asset recalls.
- Oversee the distribution and tracking of new devices to the field teams, working closely with the asset management team to ensure accountability.
- Responsible for all asset approvals for both BAU filming & event activity as well as pre-embargo approvals for any new product launches.
- Responsible for management of our MX Training Studio including managing resource allocation as well as monthly equipment and asset audits.

**SAMSUNG  
TRAINING  
OPERATIONS  
MANAGER****COLLABORATION & COMMUNICATION**

- Partner with the Head of Field Training and Operations to deliver impactful training strategies for product launches.
- Collaboration to ensure timely and effective training communications across field and training teams.
- Support cross-functional teams, including Retail Operations and Communications, to uphold the highest operational standards.

**CONTINUOUS IMPROVEMENT & REPORTING**

- Review and refine processes to improve information flow, communication, and operational efficiency within training events and requirements.
- Manage warehouse stock items to reduce costs and boost efficiency.
- Provide in-depth, actionable reporting to senior leadership, ensuring alignment with overarching business goals.

**TRAINING & DEVELOPMENT**

- Support onboarding and upskilling processes for new colleagues, ensuring they are equipped with the knowledge and tools to succeed.
- Assist in planning and delivering exceptional product launch events and training initiatives.
- Support wider Retail Operations and Communications projects where required

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

- You're educated to degree level or have equivalent experience in a Executive / Coordinator role.
- You're equipped with outstanding communication skills.
- You're effective at diary management.
- You're highly skilled in Microsoft PowerPoint and Excel.
- You're passionate about detail and delivery.
- You're experienced or understand the telecoms/technology industry, which is essential.
- You're a strategic thinker with proven knowledge of insight and remedial actions.
- You're capable of acting autonomously while knowing when to refer matters as necessary

SAMSUNG  
TRAINING  
OPERATIONS  
MANAGER

- You're experienced in strong project management skills.

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.

