



WE NEED YOU

WE'RE LOOKING FOR COMMUNICATIONS MANAGER

LOCATION:

Chertsey / Office Working x3 days per week

WORKING HOURS:

Monday to Friday, 37.5 hours per week

SALARY:

£40,000 per annum

OTHER BENEFITS:

10% Bonus, Company Car, Access to Samsung Discount Portal, 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:

Retail Excellence Manager

blue square.

WE'RE LOOKING FOR A COMMUNICATIONS MANAGER

As a Communications Manager, you will create and deliver insight led communications strategies, making effective recommendations from understanding business priorities. You will make recommendations where insights can be used, working closely with key stakeholders to support the understanding of the customer journey and identify business opportunities from this.

In this role, you will be responsible for managing operational support to our Field team members through timely strategic communications via the internal communications platform, ensuring all teams have the right level of information to fulfil their roles. You will build and maintain relationships with Channel Partners, Retail, Contact Centre, and Training teams to ensure content is fit for purpose and to drive engagement.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

COMMUNICATIONS

- Develop a Communications strategy and execution plan to deliver internal communications to the wider SEUK team, ensuring that all key stakeholders are updated with news, progress, and quarterly activity plans.
- Own all communications to the SEUK MX audience via the internal communications platform, driving digital innovation and user engagement
- Responsible for creating and maintaining 12-month roadmap of communication laydown
- Ensure all communication is timely and relevant for key updates
- Continuously improve how updates are shared via the internal communications platform to increase engagement.
- Complete monthly visits in to retail and contact centre with field team to gain insight and support ongoing comms improvement
- Be point of contact for all Suwon/EHQ requests and work with all peers ensuring timely responses and influence new ways of working, to avoid duplications.

REPORTING & INSIGHT

- Establish and report on communications KPIs, providing regular updates to senior leadership
- Collate and present results and insights following engagement initiatives, demonstrating ROI and providing recommendations.
- Analyse communications data to identify areas of opportunity in how and what we message.
- Transform complex information and data into a simplified and digestible format.
- Lead compliance and governance for all communications activities, ensuring adherence to internal and external policies

SAMSUNG
COMMUNICATIONS
MANAGER

PEOPLE MANAGEMENT

- Management of the Communications Executive.
- Conduct regular 1-2-1s and reviews to manage performance, set goals, and achieve objectives.
- Drive team development, succession planning, and recruitment for the communications function.

STAKEHOLDER ENGAGEMENT

- Build and maintain strong relationships with key internal and external stakeholders to maintain operational excellence and drive engagement strategies aligned with Channel Partner and business activity.

IDEAL CANDIDATE & REQUIRED EXPERIENCE

- Experience of delivering communication campaigns with the ability to engage audiences
- Excellent customer-facing skills with the ability to build strong relationships and influence key stakeholders.
- Ability to deliver at pace to meet changing demands, whilst maintaining a structured and organised approach.
- Strong project management skills with the ability to manage multiple tasks and meeting deadlines.
- Commercial acumen to spot opportunities and find solutions before problems arise.
- A solution-oriented thinker with a strong drive for results and the ability to persevere in achieving goals.
- Exceptional relationship-building and networking skills with internal and external stakeholders.

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.

