



WE NEED YOU

WE'RE LOOKING FOR

Senior Client Experience Executive

LOCATION:

London / National / International / Home Working

WORKING HOURS:

Monday – Friday, 37.5 hours per week

SALARY:

£35,000

OTHER BENEFITS:

2025 BMW SUV Company Car, 15% Bonus, Pre-Paid Card for Expenses, 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:

Lead Client Experience Manager

**SAMSUNG
SENIOR CLIENT
EXPERIENCE
EXECUTIVE****WE'RE LOOKING FOR A SENIOR CLIENT EXPERIENCE EXECUTIVE**

As our Senior Client Experience Executive, you will join the Client Services team and play a key role in delivering experiential marketing activations for Samsung. Working on the dedicated Samsung account, with a focus on the Contact Centre pillar, you will act as an extension of the client team and support nationwide and offshore roadshows and engagement programmes that educate contact centre agents on Samsung's latest devices and services.

You will support projects from briefing through to delivery and reporting, coordinating timelines, logistics, budgets, suppliers and administration to ensure seamless execution. As a highly visible, client-facing link between Samsung stakeholders, internal teams, creative partners and suppliers, you will manage relationships, maintain clear communication and drive projects forward with exceptional attention to detail.

Working closely with creative and production teams, you will help develop engaging campaign concepts and activations that are strategically sound, operationally achievable and delivered to the highest quality standards. We're looking for a proactive, organised and solutions-focused individual who is confident communicating with senior stakeholders and presenting ideas and recommendations; experience in a creative, experiential or design-led environment, together with an understanding of brand guidelines and the creative development process, is highly desirable.

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

- Support the planning and delivery of experiential marketing campaigns and activations, ensuring projects are delivered on time and to a high standard.
- Coordinate project timelines, logistics and administrative tasks, maintaining clear visibility of project progress and key milestones, ensuring critical print, production, and delivery deadlines are met.
- Support budget management through maintaining trackers, processing purchase orders, monitoring costs and ensuring financial documentation is accurate and up to date.
- Provide onsite operational support where required, helping to ensure activations are executed seamlessly and issues are resolved quickly.
- Contribute to post-event reporting, project reviews and continuous improvement initiatives by identifying learnings and opportunities to enhance future delivery.

CLIENT & STAKEHOLDER MANAGEMENT

- Build strong and trusted relationships with Samsung stakeholders, contact centre partners and supplier networks.
- Act as the primary day-to-day contact between clients, internal teams and external suppliers.

SAMSUNG SENIOR CLIENT EXPERIENCE EXECUTIVE

- Manage internal and external stakeholder expectations and ensure consistent communication throughout project delivery.
- Facilitate project meetings, status calls and planning sessions, ensuring actions and outcomes are clearly defined and tracked.

CREATIVE DEVELOPMENT & QUALITY CONTROL

- Work closely with creative directors, designers, artworkers, production teams and specialist suppliers to deliver impactful experiential campaigns. Ensure each concept is strategically strong, operationally achievable and aligned with client objectives.
- Act as the lynchpin between clients, suppliers, creative and production teams, ensuring effective communication, seamless collaboration and alignment throughout the project lifecycle.
- Support the creative development process from briefing to execution, offering practical input and constructive challenge. Clearly articulate the rationale behind recommendations to strengthen concepts and achieve the best possible project outcomes.
- Maintain exceptional attention to detail throughout the creative and production process. Carefully review all assets, outputs and event experiences to ensure they meet brand guidelines, agreed standards and client expectations

CULTURE & INCLUSIVITY

- Champion our values and actively contribute to the development of Blue Square's culture.
- Drive innovation to foster diversity and inclusivity across the Field Team.

COMPLIANCE AND CONFIDENTIALITY

- Always ensure compliance and confidentiality.

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You're flexible for frequent national & international travel. Full UK driving license is required.
- You're experienced in supporting and coordinating experiential marketing campaigns, events or projects, ensuring all operational, logistical and administrative elements are managed efficiently.
- You're a strong operator with excellent organisational skills, capable of managing multiple projects, timelines and priorities while maintaining exceptional attention to detail.
- You're confident building and maintaining effective working relationships with clients, suppliers and internal teams, acting as a trusted point of contact throughout project delivery.
- You're comfortable working with senior client stakeholders, presenting updates, communicating recommendations and contributing confidently to project discussions.

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EXPERIENCE
EXECUTIVE

- You're able to think on your feet, provide practical solutions to challenges and confidently support difficult conversations with clear rationale and professionalism.
- You're highly proactive, forward-thinking and always looking for ways to improve processes, project outcomes and client experiences.
- You adapt quickly to changing priorities and remain calm and solutions-focused in a fast-paced environment.
- Most importantly, you bring a positive, can-do attitude and are passionate about delivering exceptional experiences for clients and customers alike.

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.

