



# WE NEED YOU

**WE'RE LOOKING FOR**  
Whoop Experience Expert

**LOCATION:**  
John Lewis – Liverpool

**WORKING HOURS:**  
Friday, Saturday, Sunday  
11:30 to 18:00 (6.5hr)

**SALARY/DAY RATE:**  
£130.00 per day

**OTHER BENEFITS:**  
£25 daily bonus, £15 Travel Contribution

**CONTACT TYPE:**  
Fixed Term  
Paid Digital Training – August 7<sup>th</sup>  
Activity Live – August 21<sup>st</sup> to November 15<sup>th</sup> 2026

**REPORTING INTO:**  
Senior Client Service Manager

**blue square.**

**WHOOP  
EXPERIENCE  
EXPERT**

## WE'RE LOOKING FOR A TECH ENTHUSIAST, PEOPLE PERSON

As an Experience Expert you'll engage with customers, showcase Whoop products, and deliver an exceptional experience with every interaction. By building strong relationships with customers and in-store teams, you'll drive brand loyalty, advocacy, and sales.

You'll ensure brand standards are consistently met, recommend tailored product solutions through insightful conversations, and create memorable customer experiences. Staying aware of competitors, you'll share valuable feedback to help maintain our competitive edge.

Your goal: achieve sales targets by driving brand awareness, customer engagement, and exceptional service at every opportunity.

## TO MAKE A REAL DIFFERENCE IN THESE AREAS

### PRODUCT DEMONSTRATIONS

- Execute engaging product demonstrations to showcase the Customer Experience Points (CXPs) and benefits of Whoop products to customers
- Ensure brand image/standards are maintained

### DRIVE SALES AND EXCEED TARGETS

- Proactively drive customer interactions, sales, and surpass predetermined targets.
- Understand target audiences and provide tailored customer experiences

### PRODUCT KNOWLEDGE

- Cultivate an in-depth understanding of Whoop products and propositions.

### EXECUTE FLAGSHIP / NEW PRODUCT LAUNCHES

- Develop effective plans for the successful launch of flagship/new products, ensuring alignment with sales targets.

### PRODUCT TRAINING

- Foster outstanding knowledge and brand advocacy by providing regular training sessions to in-store teams.
- Ensure training is aligned to brand guidelines
- Execute engaging and motivating sessions to drive instore awareness of Whoop

### BUILD RELATIONSHIPS

- Build key relationships with retailers and build rapport with customers
- Be a key point of contact

WHOOP  
EXPERIENCE  
EXPERT

**DATA ANALYSIS/ REPORTING**

- Gather insights and evaluate performance
- Identify areas of improvement and suggest process improvements
- Keep updated with industry trends and competitor insights

**RETURN ON INVESTMENT**

- Implement strategies to maximize ROI from all customer interactions, including upselling opportunities.

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

- You're some with previous retail, sales or customer facing background
- You're passionate about tech and have good understanding of technology
- You're excellent at customer service
- You're eager to tackle challenges and change
- You're motivated by targets
- You're able to integrate into teams well
- You're a strong communicator

**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.**

