



WE'RE LOOKING FOR A
DIVISIONAL MANAGER

LOCATION:

Field Based

SALARY:

£60,000 - £70,000 per annum

WORKING HOURS:

37.5 Hours a week, working 5 out of 7 days
between Monday to Sunday

OTHER BENEFITS:

Company Car, 15% bonus, Life Assurance,
Discount portal, Aviva Pension, Company Sick
Pay, ETHIC Values - Employee of the month: a
chance to win a lifestyle voucher & a day off for
your birthday

REPORTING IN TO:

Retail Field Lead

WE'RE LOOKING FOR AN ADAPTABLE AND STRATEGIC LEADER

As our Divisional Manager, you will be responsible for leading your team of regional managers strategically, focusing on top line direction from the Retail Field Lead to create and execute plans to deliver commercial objectives alongside key KPI's for Samsung and Blue Square.

You will identify opportunities within your area that can expand business development and enhance brand performance. Through building high level channel relationships, and effective leadership of your team you will drive your division towards success.

You'll lead projects to enhance Omni channel Retail and contact centre teams, expand business opportunities, and drive commercial targets. You'll build strong relationships with channel retailers, internal and external stakeholders, you'll accelerate Samsung's brand performance and business growth while ensuring outstanding service delivery and brand alignment.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

PROJECT MANAGEMENT

- Lead project workstreams and initiatives across retail and contact centers with the Retail Field Lead
- Develop and maintain detailed project plans, outlining tasks, timelines, and resource requirements
- Monitor project progress, identify potential risks, and implement mitigation strategies
- Lead the creation of project proposals in collaboration with cross-functional account teams, addressing project scope, timelines, resource, and budget requirements.
- Ensure all teams, across multiple disciplines/specialisms, are aligned and consistently delivering against KPI's
- Continuously monitor mystery shop and recommendation rates for customers, always seeking opportunities to improve
- Support product teams in delivering in-store executions for key products to a high brand standard, identifying and resolving issues proactively

STRATEGY DEVELOPMENT AND DATA ANALYTICS

- Collaborate with the Retail Field Lead to develop and implement the business and divisional strategy
- Create and maintain divisional business plans quarterly and half yearly
- Utilise effective data analytics to be accountable for regional and divisional performance
- Review data to understand channel performance, drive portfolio success and contribute to the development of a regional and divisional retail and contact centre strategy
- Showcase ROI based on key agreed metrics, ensuring targets are achieved and effectively communicate the impact
- Understanding of budgets and financials

RELATIONSHIP MANAGEMENT

- Be a strong communicator, communicating with Senior Clients and Board level with ease
- Build and maintain strong relationships with external vendors and partners at a senior level

- Build relationships within channels to support and drive channel targets in line with your targets
- Collaborate with key internal stakeholders to ensure a smooth operation.
- Be a senior representative at client, channel and business meetings

COMPLIANCE AND REPORTING

- Ensure all compliance in the Field Team is completed to a high standard
- Provide weekly communication and reporting on commercials and performance in the division
- Utilise local and national market insights to drive best practices and competitive advantage
- Work closely with Retail Field Lead to plan objectives and drive the commercial target for the regions
- Always ensure compliance and confidentiality

BRAND IDENTITY

- Willing to embrace, live and embed our **ETHIC** values, **Excellence, Together, Heart, Integrity & Curious.**
- Through your team, build consistent brand experience in stores, formulating a process structure and templates to ensure consistent and efficient execution.
- Support and host VIP visits as needed

LEADERSHIP

- Lead, mentor, and inspire your regional managers by understanding their capability, help them to achieve their professional goals and develop their skills through succession planning and talent mapping
- Manage and escalate employee challenges in collaboration with the HR team, supporting complex cases when required
- Act as a role model to Regional Managers ensuring best practice is communicated and upheld
- Host and support channel regional meetings with your team to set vision and plans to gain insights and key relationships to support maximum impact on your area of responsibility
- Oversee weekly insights and reports into the leadership team to support market intelligence and growth opportunities

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

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You're adaptable and resilient, and thrive in multi-site, fast paced field-based retail and Contact Centre environments
- You're able to demonstrate previous experience in driving targets and performance in retail
- You're organised with excellent planning skills, with the ability to influence and implement change
- You're experienced in ensuring compliance requirements are met, with a commitment to maintaining brand consistency and standards
- You're customer-centric, focused on continuous improvement, able to problem solve effectively
- You're driven by results through others, able to align targets with budgets effectively

- You're a strong communicator who excels in building relationships
- You're an experience leader, confident in inspiring and mentoring teams. Able to develop teams for internal succession
- You're commercially aware with the ability to use data-driven insights for ROI
- You're experienced in performance management
- You're strategically minded for data analysis and retail strategy development
- You hold a full UK valid driver's licence

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 TEAM.



EXCELLENCE
TOGETHER
HEART
INTEGRITY
CURIOUS