



Job Details

Title: Retail Channel Performance Manager

Location: East Point Business Park, Dublin, Ireland

Duration: Permanent, Full-Time

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

Working as the Retail Channel Performance Manager, you will have accountability for the performance of all key Retail and Dealer accounts across the Virgin Media footprint in Ireland, including Sales and activation of our Fixed and mobile products, operations efficiency of our channels and ensuring optimum Customer experience is delivered. This role will also provide support in driving performance of Virgin Media's consumer business in Northern Ireland

This is a very exciting time, as we invest in expanding our cable footprint into new areas, and become a player in the mobile space. You will be a key part of the commercial team and will report directly to the Retail Channel Manager.

Currently working with Virgin Media Retail Franchisees', Dixons Carphone and others in over 120 stores across the country, while also supporting door to door sales activity, this is the fastest expanding channel in Virgin Media Ireland and is a strategically integral part of our ambitious growth plans mobile and fixed products.

This is an excellent and challenging role, one where you can influence and contribute significantly towards supporting a rapidly growing channel in a fast paced, exciting and growing business.

Specific Tasks/ Duties:

- Support the Channel Manager in all aspects of channel performance and day to day management of all channel partners.
- You will manage the retailers on the shop floor, sales agents in the field, and dealers in the digital space, making sure they have the full knowledge, skills, support and tools they need to provide effective advice about all Virgin Media services, offers, campaigns and promotions.
- Be a conduit between the Virgin Media learning & development team to ensure all relevant Virgin Media policies, procedures and pricing campaigns are delivered seamlessly to the channel partners.
- Deliver incremental sales & installations of Virgin Media products via the retail & dealer channel, and work towards a structured sales target based on specific Key Performance Indicators.
- Ensure that the Virgin Media brand guidelines are fully met and implemented across all partner sites.
- Ensure that the retail operations manual and all staff on boarding requirements are met and continuously updated.
- Support the channel manager with specific sales tasks in the Northern Ireland Business.
- Supervise a team of Sales Ambassadors, and ensure their KPI's are achieved, and maintained.
- You will be required to occasionally work evenings and weekends to support your partners at key events.
- Ensure that Virgin Media customers are at the heart of everything we do via our partners, by continuously improving policies, processes and business rules, and ultimately constantly exceed net promoter scores.

Qualifications, Skills and Experience:

- Minimum 5 years' experience within a channel/retail management environment.
- Relationship management. / Stakeholder management experience.
- Very Strong focus on results and achieving set targets daily, weekly & monthly
- Specific experience of sales training, train the trainer and coaching an advantage
- Third level qualification, preferably in Sales, Business or Marketing discipline.
- Telecom/Mobile Retail Sales and Virgin Media /Cable Product experience an advantage.

- Teamwork orientated individual able to add to positive team dynamic and share best practice.
- Strong communication and interpersonal skills.
- A Full clean driving license is essential.

The Person:

With a passion for technology, you'll be IT literate, tech savvy & very likely to love gadgets.

You will have experience of working in a channel/retail based role, most importantly you must love selling, putting the customer first and be highly motivated to develop your career further.

You are likely to have come from a Sales Team Management, Senior Account Management, Channel management or retail management background and are looking for the next step in your career.

Experience in a sales training or coaching role is very desirable, and leading by example on the shop floor will be key to success in this role.

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply jobs@virginmedia.ie

Not your ideal job? Visit our career page to view all of our other open vacancies; <http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.