

# GET READY FOR EVERYTHING.

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## WHOLESALE DIGITAL SHOWROOM MANAGER – CHELTENHAM

### WHO WE ARE

Superdry have been making world class product for 15 years, and we're proud of it. Our mission is to inspire and engage the contemporary style obsessed consumer, whilst leaving a positive environmental legacy.

Together, we have built a brand that has cut through the global apparel market at record speed, taking market share from brands that have existed for decades. But we have a big opportunity ahead of us as we launch 4 new collections.

We are now on an exciting journey to reset our brand and return to our design-led roots and we are looking for talented people to join us on our journey.

### THE ROLE

Manage the launch, training, deployment and evaluation of the new Digital Showroom Project within the Wholesale division. Oversee Change Management, launching a new way of selling digitally, to enable the future success through execution and adoption. Play a pivot role in running our Digital Showroom tool through seasonal set ups and support to all users.

### YOU WILL

- **Project Management & Implementation**
  - Lead and maintain a structured approach to project management, ensuring the project is to brief, on time, and to the quality and cost expectations
  - Manage the project through the key stages of the lifecycle. Define the activities and plan required to deliver the output fully. Monitor adherence to the business case using clear cost/benefit analysis
  - Partner stakeholders to analyse and define business requirements
  - Ensure thorough business process documentation is created, updated and shared
  - Guide on data requirements and timelines for the Digital Showroom, ensuring leading selling experience
  - Identify risks and issues to the project. Partner stakeholders to identify owners and mitigation plans
  - Own all project reporting, tracking deliverables to key stakeholders using standard templates
  - Complete post-project project evaluation to capture key success and learning points for future projects
  - Manage scope changes through the change control process to ensure that the business case is still valid and that the project board sign-off any changes to scope
- **Support, Service & Continuous improvement**

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- Manage after launch Digital Showroom service and support to all used. Triaging issues and raising tickets to ensure rapid resolution. Ensure resolutions are well communicated and issues appropriately closed
- Review analytics to understand user behavior and consolidate user feedback
- **Digitalised GTM – Seasonal Set Up**
  - Manage Digital Showrooms operationally. Implement seasonal set up understanding showroom requirements fully, with continuous maintenance of brand and product information, driving a best in class experience for all buyers

## YOU ARE

- Strong operational and organisational skills
- Experience in delivering commercially focused projects and managing cross functional project teams
- Able to understand and establish business requirements and create structured plans over the short and long term
- Knowledge of the digital selling market or wholesale market
- Strong analytical skills
- Ability to work with agility
- Experienced in stakeholder management and the ability to influence at all levels
- Strong in communication and relationship skills
- Able to deliver software solutions as well as people and progress change
- Broad understanding of Wholesale operations would be an advantageous but not essential

## WORKING FOR SUPERDRY HAS NEVER BEEN SO REWARDING...

- 25 days annual leave, plus bank holidays and an additional day off to celebrate your Birthday
- Family is massively important to us, so we have a broad range of family-friendly working policies in place, including enhanced maternity, paternity and adoption leave
- Company Pension scheme
- All employees are covered by our Life Assurance policy whilst working at Superdry. Whilst none of us like to think too much about what would happen if we were to die, we feel it's important to offer protection for your family and loved ones in such a situation and to support this we offer life assurance cover which pays a lump sum equivalent either twice or four times your annual salary
- A big staff discount – naturally. Because we know that you love to wear Superdry, you'll benefit from a 50% discount in store and online and our Head Office is home to our very own store for staff only where you can treat yourself to heavily discounted sample stock
- A health cash plan is open to all employees.
- Private Medical cover - a taxable benefit, which managers are eligible to opt in to
- Flexible working - to help you achieve that all-important work-life balance
- We want you to share in our success and so we have a choice of Share Save schemes you can opt into
- A global employee assistance plan in place that you can access anytime you want - it's free and confidential
- You'll also have access to a Cycle To Work Scheme and an excellent Car contract hire/purchase scheme along with a massive range of local discounts with businesses across Gloucestershire

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At Superdry, everyone has a voice and we want to hear it. We create environments where individuality can flourish and is celebrated as part of who we are as a brand. We're incredibly proud that over 90% of our people feel strongly that they can be themselves when they are at work. We obviously feel their voices speak volumes.

We want to meet people with varied backgrounds because we understand that diversity of thought encourages new ideas to thrive, fuelling creativity and enabling us to do better work. We want to build a team which represents a variety of backgrounds, styles, perspectives, and skills; we hire people based on their merit and potential.

We also welcome conversations about flexible working for all roles at Superdry and will always accommodate it where possible.