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WHOLESALE OPERATIONS CO-ORDINATOR – SALES OPERATIONS

WHO WE ARE

Superdry is a British, founder-led brand with a truly global presence. We've been proudly creating world-class product for two decades, offering genuine choice to our customers with our curated collections.

Our mission is to be the No. 1 premium sustainable style destination, delivering product that is authentic with unmatched quality and true integrity, much like our people.

We are on an ambitious journey to serve our diverse community through a premium brand that's focused on the future, prioritises sustainability, leads with craft, and celebrates culture. We need talented people to join us on the adventure, is this you?

THE ROLE

The Wholesale Operations Coordinator will ensure all essential data is captured, validated, and maintained within Superdry's systems.

As part of the Sales Operations team, you will ensure the admin work required to maintain B2B data is completed by the set deadlines. You will coordinate the implementation of EDI, partner integrations and consignment models.

Working closely with the Wholesale Digitisation Manager and using multiple systems, you will perform tasks such as Fashion Cloud maintenance, platform user management, collection and access configuration, training for sales teams and issue logging.

You will liaise with multiple departments including Technology, Digital, Collection Strategy and Studio teams.

YOU WILL

- Co-manage Sales Operations' mailboxes, completing admin requests, logging issues or redirecting queries to relevant departments
- Create informative news posts for Sales teams and manage content on the Wholesale Hub SharePoint site
- Gain a solid understanding of EDI, ERP and PIM systems



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- Complete B2B collection configuration tasks to support Sales teams and Wholesale Customers placing orders
- Familiarise yourself with all wholesale platforms and their functions, supporting training sessions and demos for users
- Ensure user interfaces across Wholesale's B2B platforms are effectively merchandised, to support the selling of forward-order, in-season stock, and promotional collections
- Carry out front end testing on the B2B websites and iOS sales app ahead of upgrade and new version releases
- Co-manage Sales Operations' mailboxes, completing admin requests, logging issues or redirecting queries to relevant departments
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YOU ARE

- An excellent communicator with great organisational skills
- An innovator, regularly pushing boundaries to suggest new ways of working
- Self-motivated and capable of working independently on multiple projects
- Possess strong analytical skills, to help you identify patterns, diagnose issues and optimise processes effectively
- Preferable candidate will have worked with an EDI provider/ solution and have used Styleman (or a well known ERP system)
- Highly confident and capable of working with systems and Microsoft Office suite (Excel, Word, PowerPoint, SharePoint)



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WORKING FOR SUPERDRY HAS NEVER BEEN SO REWARDING...

- 25 days annual leave, plus bank holidays, and an additional day off to celebrate your Birthday. We also offer a holiday buying scheme.
- 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. 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.
- 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.

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 at work.

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.