Job Description – delivery manager

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| Job title: | **Delivery Manager** | Location: | **UK** |
| Reporting to: | **Delivery Director** | Department: | **Delivery** |
| Status: | **Full Time** | Availability: | **Immediate** |

## Your part in our Success

At RI, we believe we can reinvent retail operations through advanced analytics, growing sales and profitability for our global retail and consumer goods clients. The Delivery Manager is primarily responsible for delivering RI solutions to our clients as well as cultivating strong business relationships. This individual will prioritise and lead new business pursuits with cross functional teams, as well as updates to current solutions. As a result, an inspiring leader that works well in a team environment is required. The Delivery Manager will provide full programme delivery and client satisfaction of our solutions, on time and as expected.

### YOUR Responsibilities

* Own the operational relationship between RI and our customer.
* Hold direct responsibility for the operational leadership of RI’s solutions (once they have been delivered by the RI Project team).
* Manage RI's solutions with the customer, as well as the customer’s perceptions, on a day to day basis.
* Work closely with the customer’s retail operations teams to design and provide end-to-end coaching and embedding support to ensure that our customer realises the full potential and benefits of RI tools.
* Coach retail team members and deliver the coaching in a one to one and/or group setting via an ‘on-the-job’ mode.
* Seamlessly embed RI tools into the customer’s operational rhythms applying a ‘learning by doing’ approach.
* Deliver ‘coaching support on-demand’ as and when needed by our customer, thus by driving the adoption rate of RI tools to a near 100%.
* Work hand in hand with the RI Analyst team so that we can deliver actionable insights on time and in full; all this done by managing our customer’s expectations at every step of the way.
* Proactively identify opportunities in product and process improvement, validate them with the analyst team and support the General Manager and leadership team to further RI’s commercial success.
* Encourage a creative and entrepreneurial approach to growing our business.
* Work with Leadership team on new business opportunities and prioritise efforts.
* Understand contracted agreements and requirements in order to deliver solution.
* Build a library of selling assets and best practices.
* Cultivate business relationships through networking, industry events and outbound marketing.
* Other duties as assigned.

### Your Skills and Qualifications

* 3+ years’ successful experience in a retail or consulting role providing demonstrable value and commercial impact
* Fluent in German and / or French
* Strong analytical or technical background with at least a bachelor’s degree in an applicable field required; Master’s degree a plus
* Ability to speak to both tactical and strategic decision makers
* Proven experience in building and leading a cross-functional team
* Ability to manage larger client engagements independently
* Excellent relationship-building skills
* Superb verbal and written communication and presentation skills
* Demonstrated ability to take a consultative approach to engaging with senior executives
* Ability to communicate and contribute cross-functionally throughout the various disciplines within the region
* Comfort in understanding quantitative analytics and its application
* Strong business strategy skills
* Excellent interpersonal skills
* Familiarity with retail analytics and technology
* Exceptional organisational and interpersonal skills
* Ability to apply a creative approach to problem solving
* Broad breadth of retail industry knowledge and pursuits
* Ability to learn and sell-in the full suite of Retail Insight services offered regionally, nationally, and globally

### ACKNOWLEdgement

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. The responsibilities, tasks and duties may differ from those outlined in the job description and other duties, as assigned, may be required. Some out of hours work will be expected in order to coordinate with the Delivery Director