Department	Commercial & Digital
Grade	MG2
Reports to	Head of Digital & Interim Head of Retail Operations
Direct reports	Retail Support Team
Location	Four More London (4ML)

Our Purpose

Working together to secure a thriving future for the railway and for the communities we serve.

Your Role: Retail Programme Manager

Your Purpose:

As our Retail Programme Manager, you will turn our retail and digital strategies into programmes that deliver real results. You will lead retail and digital transformation from the first idea through to everyday operation, making sure every programme delivers clear commercial, customer and operational benefits.

You will also lead our team of 5 Retail Support Officers, supporting multi-million pound digital and physical retail channels. Working closely with suppliers, you will make sure all retail system issues are resolved as quickly as possible.

In this role you will use data and customer insight to help us make better decisions and drive revenue. Working closely with colleagues across operations, commercial and digital, and our digital and physical retail suppliers, you will help shape and deliver the future of retail at Southeastern.

Your talents

- ✓ **You deliver change** Minimum 5 years experience leading complex, high value programmes and projects from strategy to delivery
- ✓ **You know the importance of what you do** Experience managing a 24/7 operational team, ensuring urgent issues are dealt with quickly to minimise impact to revenue
- ✓ **You keep it on track** Proficient on governance, risk management, reporting and multi-million pound project budget control. Prince 2 / CMA desirable.
- ✓ **You manage suppliers well** Experience of supplier management to prioritise customer and business benefits
- ✓ **You know retail** Experience of rail retail, ticketing systems and digital customer products
- ✓ **You bring people with you** Coach and develop teams, setting clear priorities and expectations
- ✓ **You turn data into decisions** You analyse customer feedback and performance trends and turn them into clear recommendations
- ✓ **You influence with confidence** You build strong relationships with senior, commercial, digital, customer and external stakeholders
- ✓ **You challenge the status quo** You spot better ways of working and drive continuous improvement
- ✓ **You understand the procurement landscape** Familiar with latest regulations and working cross functionally with relevant teams to onboard new suppliers



Your Responsibilities & Accountabilities

- ✓ Lead the delivery of retail transformation programmes and projects, from strategy through to business as usual
- ✓ Translate digital and retail strategies into deliverable projects. Write robust business cases which include ROI and NPV, using data-led insights to drive real customer benefits
- ✓ Prioritise subsidy-reducing projects to support business objectives
- ✓ Line manage, develop and coach the Retail Support Team, setting clear objectives and priorities
- ✓ Work with Retail Support Team and suppliers to ensure all urgent retail channel issues are managed according to agreed SLAs, with minimal impact to revenue
- ✓ Responsible for strong programme governance, risk management, reporting and budget control
- ✓ Develop and maintain retail and digital project reporting and management information
- ✓ Manage multiple linked workstreams to deliver agreed outcomes
- ✓ Make sure programmes deliver measurable commercial, customer and operational benefits
- ✓ Analyse customer feedback and data to improve revenue, customer experience and operational performance
- ✓ Provide insight, recommendations and performance updates to senior stakeholders and support business planning
- ✓ Prioritise resources across programme and support work, keeping Retail Support aligned to strategic priorities
- ✓ Promote a culture of continuous improvement, accountability and customer focus
- ✓ Build strong relationships across operational, commercial, digital and external stakeholders
- ✓ Assess and mitigate risks

What we trust you to do – (Authority to Act)

- ✓ Act as the escalation point for all retail and ticketing system issues
- ✓ Manage high value programme budgets and resources
- ✓ Define programme roadmaps, business cases and benefits plans
- ✓ Manage supplier relationships and support procurement for retail initiatives
- ✓ Deputise for the Head of Retail Operations and Head of Digital where appropriate

Our ways of working

- ✓ **We think what if**
  Listen, Learn, Improve
- ✓ **We show we care**
  We look out for people. We do what we can to help.
- ✓ **We keep it simple**
  We make great things happen



