

## **Gift Card Trading Manager**

**Permanent**

**Up to £45,000 + Bonus + Pension + BUPA + ShareSave + 6.6 weeks holiday**

**Southampton, Store Support Office**

We believe anyone can improve their home to make life better. From our Southampton Store Support office (SSO) we equip our stores, our people, and our whole business with everything it takes to help our millions of customers create a home they'll love. Join us as our Gift Card Trading Manager and you'll be a big part of this.

At B&Q we have a hybrid approach to working to increase flexibility in when and where we work. Talk to us about what works best for you.

### **What's the job?**

In this role, you will be the leader and subject matter expert for the Gift Card business in B&Q. You will be the owner and custodian of the proposition and the owner of the relationships with any external suppliers and external distributors. You will be responsible for the top line sales delivery and the cost budgets and ensure that gift card programmes we participate in are in keeping with brand values.

Responsibilities will include:

- To develop gift card sales channels through B&Q stores, diy.com, third-party gift card malls, corporate and B2B relationships (for employee benefit, motivation and reward schemes) and decorating allowance schemes
- Continually ensures that the gift card products meet the needs of customers.
- Contract responsibility for external suppliers
- Responsible for delivering annual sales targets and produces the annual plan for Gift Cards including marketing, merchandising, store communications and commercial requirements.
- Responsible for operating within agreed budgets including commissions paid to third-parties, operational costs, marketing costs and bad debt.
- Ensures that gift card technology is fit for purpose and that existing technology is subject to regular change reviews.
- Ensures projects necessary for delivery of the annual plan are delivered to scope, on time and within budget.
- Manages existing corporate customer and supplier relationships.
- Represents B&Q interests through pro-active engagement with industry bodies (GCVA).
- To be the face of Gift Cards within B&Q & drive awareness internally to ensure key contacts are aware and pushing any gift card activity.
- To develop new propositions for gift cards and stored value.

### **What we need:**

- Strong commerciality – experience of managing budgets and assessing commercial opportunities presented by gift card distributors.
- Proven negotiation skills – ideally on both buying and selling, e.g. issuing and responding to tenders.
- Industry knowledge – A good understanding of how the stored value card industry works and in particular the processing technologies, competitors, and suppliers
- Vendor management – experience of managing outsourced providers.
- Creativity – proven skill in creating innovative solutions and leading on design of marketing campaigns.

- Project management – capable of managing cross-functional projects in particular across operations, finance, IT and marketing.
- Communication skills – confident with dealing with suppliers, internal and external customers

**What's in it for me?**

As well as a competitive salary, our benefits package includes an award-winning pension scheme, bonus, ShareSave options, 6.6 weeks holiday, payroll giving, an Employee Assistance Programme, shopping discounts, colleague wellbeing benefits and lots more!

As part of a great team, you'll be supported to grow and encouraged to explore new career directions within the business and the wider group. And, because you'll be inspiring great things for our customers and the whole business, you'll do work worth caring about.

We want to ensure that all employees, future employees and applicants to all Kingfisher companies are treated equally regardless of age, gender, marital or civil partnership status, colour, ethnic or national origin, culture, religious belief, philosophical belief, political opinion, disability, gender identity, gender expression or sexual orientation.

Find out more about us, including the benefits we offer and our community, sustainability and inclusion projects at [bandqcareers.com](http://bandqcareers.com) If you require any additional support or adjustments to help you make an application, please contact us at [recruitment@b-and-q.co.uk](mailto:recruitment@b-and-q.co.uk)