Senior Sales Excellence Manager



Do you want to shape how customers experience our online shops and stores across Scandinavia? As Senior Sales Excellence Manager, you help set the Nordic direction for how we sell, how we look and how we go to market. You also make sure the concepts you've helped shaped come to life in Denmark, Norway and Sweden.

About the team

You join Sales & Store Excellence, a small Nordic team that supports our sales organisation and stores in reaching customers in the best way. We drive initiatives, best practice and synergies across markets with a "standard, simple & scalable" approach, from Nordic direction to successful implementation in the countries.

Here's what you'll be doing:

- Set the Nordic Sales Excellence direction for Whiteaway Group together with the Head of Sales & Store Excellence. Develop concepts and hand them over to our country units with clear implementation plans, and follow through until they work in practice
- Further develop the Skousen concept as a Nordic standard, and design, document and maintain the concept standards behind the Skousen store format
- Own Look & Feel across all markets and channels, incl. leading our ongoing in-store design project
- Own the conceptual development of frontline sales training and the annual training schedule
- Own and optimise the go-to-market process, and drive omnichannel development from a sales and store perspective
- Own sales-promoting systems, making sure they support the store concept and customer journey

What we're looking for:

- Both a strategic thinker and a strong executor: you can set direction and develop concepts, and you also roll up your sleeves to get them implemented in stores
- A relevant educational background in business, retail or commerce. The level matters less than your ability to think strategically
- Solid retail experience, ideally multi-store or chain, with deep understanding of retail business processes
- A proven track record of taking concepts from idea to implementation
- Experience with indirect leadership: you get results through stakeholders across countries and functions without formal authority
- Data-driven, able to build business cases, with an understanding of omnichannel customer journeys

•Fluent in English, written and spoken; a Scandinavian language is a plus
•Comfortable with periodic travel to our stores and offices

We like to think we have quite an amazing workplace, including:

•A dynamic and international environment with room for you to be you,
•Lots of opportunities for your own professional development and for you to make an impact,
•A flat, informal organisation with a high degree of independence and short decision-making processes,
•A wide range of employee benefits, including health care, lunch scheme, gym, Friday breakfast, employee discounts and social events.

About Whiteaway Group

Whiteaway Group started with a simple idea, a commitment to our customers, and with a passion for digital innovation. Today, we're a successful retailer, selling and delivering household appliances across Scandinavia. We're change-makers at heart – it's the very core of everything we do.

We're committed to creating an inclusive environment for all employees and welcome applicants from all backgrounds, beliefs, and identities.

Interested? Here's how to apply:

We'll screen and interview on an ongoing basis – so please don't hesitate to apply.
Please note that applications are only accepted via the apply button.

Need more information? Contact Linette Andersen at lan@whiteawaygroup.com.