

## Global Retail Project Manager - FTC (12 Months)

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Company: Aesop

Location: United Kingdom

Category: computer-and-mathematical

### **Retail Project Manager | London | 12 Month FTC**

For over 35 years, Aesop has carefully cultivated an inspiring and inclusive environment in which our employees are supported and encouraged to thrive. As a global retail organisation, we offer professional development and advancement opportunities to complement career goals and aspirations.

Our approach to skin care involves meticulous attention to detail, using only the most efficacious ingredients to create formulations which stir the self and senses. The same meticulous approach is taken during our recruitment process, seeking out considered and inspired individuals with a wealth of perspectives who bring out the best in themselves and others.

We aim to strike the right balance between people, planet and profit, actively reducing our footprint on the planet that generously sustains us. So far, this journey has led us to become a certified B Corp. We are committed to building a more sustainable and inclusive society.

#### **Role purpose**

Responsible for supporting the overall delivery of specified retail projects, the Retail Project Manager is the business point person and global retail advocate, prioritising current retail priorities, risk mitigation, business continuity, time management, stakeholder engagement and delivering to project scope, from start to final execution and handover.

Role responsibilities include, but not limited to –

Global Retail Projects Lead:

- With strong experience in change management and understanding of the retail business, recommend the appropriate execution and change management approach for the Aesop retail setting.

- Coordinate and manage project resources according to the Project Plan, following up with leads and contributors, applying a rapid and proactive solutions based mindset throughout.

- Consistently drives for customer centric outcomes for the global retail population.

Relationship Management and Retail Advocate:

- In partnership with Regional Project Leads, proactively manages relationships with relevant stakeholders to ensure smooth roll out of projects while prioritizing Aesop's retail and customer needs.

- In partnership with Global Retail Learning and Development, design and develop best in class retail training materials centred in enhancing customer experience and business improvement.

- Credibly champion change, liaising with Regional and Global Retail representatives, to embed behaviours and changes required for successful implementation.

Retail Projects Governance:

- Confidently organise and facilitate project management forums and associated administration, with key stakeholders, including Steerco Meetings, senior stakeholder briefings, vendor meetings, and appropriately manage (report on and escalate where required) exceptions including projects risks, issues and changes as they arise.

- Manage and report on the Project Budget, Actuals and Accruals and identify and implement project controls.

- Deliver within the specified tolerances of the project scope, time, cost and quality, while monitoring progress and communicating risks and mitigation approaches proactively.

- Plan and deliver robust change management and handover process to BAU stakeholders on completion of the project, including RACI matrix and support appropriate hypercare period to ensure ongoing executional excellence

This is a full-time position operating with a hybrid working pattern, based in our London Bridge office.

### **What we are looking for**

- Open mindset and deep curiosity seeking to understand others, listen without judgement and act on diverse perspectives

- Commitment to fostering an inclusive and psychologically safe work environment

- Project Management skills, specifically; planning, scheduling, budgeting, risk management

and stakeholder management in a global organisation.

- Significant experience in global retail with a customer-centric mindset
- Strong understanding of change management and how best to execute and drive change across teams, with excellent follow through ability.
- Willingness to work across time zones with multiple stakeholders.
- Strong time management skills, detail orientated with the ability to multitask and delegate.
- Strong written and verbal communication with the ability to make the complex, simple.
- Robust knowledge of Microsoft office suite, particularly Excel and SharePoint.
- Proven track record of effective planning and prioritizing with excellent problem-solving and decision-making skills.

### **What's on offer**

We take a holistic approach to employment, promoting professional development, career growth, employee wellbeing initiatives and encouraging deep connections with the local community through the Aesop Foundation, volunteering and matched giving programs. Employee benefits include -

- Flexible, hybrid working pattern
- Generous product discount allowance and bi-annual complimentary product allocation
- Paid volunteering allowance for all employees
- Bonus opportunity based on personal, and business, performance
- Suite of options to aid development, including complimentary access to LinkedIn Learning, in-house Product and Core skills training and study support opportunities
- Access to employee assistance programmes, complimentary subscription to Headspace mindfulness app and summer hours options.

Aesop is committed to attracting, developing and retaining the very best people by offering a creative and inclusive workplace where talent is truly recognised and rewarded. We are committed to promoting inclusion for all with the belief that diversity, inclusion and belonging plays an important role in the success of our organisation. We actively encourage everyone to consider becoming a part of our journey.

#LI-Hybrid

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