

MERCHANDISE PLANNING SPECIALIST

Overview:

The Retail Solutions Consultant works directly with fashion retailers throughout their implementation journey, helping them successfully adopt a market-leading merchandising platform and embed best practices into their planning processes. Rather than managing a category or trading a range, you'll become a trusted advisor, guiding customers through implementation, delivering training, supporting change management, and helping brands maximise value from the platform. This role is ideal for someone with a background in merchandise planning, buying, or commercial retail who enjoys building relationships, leading projects, and combining retail expertise with innovative technology.

Responsibilities:

- Lead end-to-end customer onboarding and implementation projects
- Manage implementation timelines from planning through to successful go-live
- Support platform configuration alongside technical teams
- Build trusted relationships with customers throughout implementation and adoption
- Deliver onboarding sessions, workshops, and platform training
- Understand customers' commercial objectives and align platform capabilities to their business needs
- Support the Sales team during product demonstrations and solution discussions
- Translate platform functionality into meaningful commercial outcomes
- Collaborate with Product and Engineering teams to provide customer insights and feedback
- Support testing and rollout of new platform functionality
- Maintain ongoing customer engagement to encourage long-term adoption
- Contribute to improving implementation processes and customer best practices

Requirements:

- 5+ years' experience within fashion retail
- Background in Merchandise Planning, Merchandise Management, Buying, or similar commercial retail functions
- Experience leading projects or system implementations
- Experience driving operational or process improvements
- Strong understanding of retail planning and merchandising principles

Apply now : hello@hustlesa.co
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