

For nearly 25 years, Alliance Consulting has stood out as a trusted partner dedicated to supporting its Clients' growth, both in optimizing their organization and in developing their business.

Our client, an international luxury house renowned for its excellence, craftsmanship, and heritage, is seeking, in order to support the growth of its retail network and optimize the performance of its boutiques in Switzerland and worldwide, its

Head of Retail Performance

Your main responsibilities:

- Define, steer, and implement the Retail Performance strategy in alignment with the Maison's global vision.
- Analyze and monitor KPIs: sales, productivity, traffic, conversion, clienteling, product category performance.
- Identify growth levers and propose corrective and forward-looking action plans.
- Optimize the operational efficiency of the network: processes, tools, retail rituals, reporting.
- Support retail teams (store managers and retail managers) in achieving commercial objectives.
- Coordinate Retail transformation projects, including digital, data, and customer experience initiatives.
- Work closely with the Merchandising, Marketing, Finance, and Supply Chain departments.
- Conduct competitive and market monitoring to anticipate trends in the luxury sector.

Profile required:

- Confirmed experience (8–12 years) in a Retail Performance, Retail Excellence, Business Analyst, or Retail Operations role within an international luxury or premium brand.
- Strong analytical skills and solid command of data and reporting tools.
- Business-oriented mindset, results-driven, and ability to turn data into concrete actions.
- Natural leadership, excellent interpersonal skills, and ability to engage and unite teams.
- Fluency in French and English; any additional language is a plus.
- Strong product sensitivity and in-depth understanding of luxury excellence standards.

What we offer:

- A high-end, demanding, and inspiring environment.
- A strategic, high-impact role at the heart of international performance.
- Attractive conditions and an exceptional working environment in the Canton of Geneva.

Location : Geneva - **Reference :** HRP403 - **Contact :** contact@alliance-consulting.ch

We thank you in advance for sending us your CV, which we undertake to treat with the utmost confidentiality.