



Content & Community Manager – Retail Technology Show

About the Role

We're looking for a bold, strategic, and well-connected Content & Community Manager to take the Retail Technology Show to the next level. This is a hands-on, market-facing role: you'll be out in the industry, building relationships, spotting trends, and shaping the conversation around retail innovation.

You are a natural connector; confident, outgoing, and at ease in public-facing situations who thrives on engaging senior leaders, influencers, and decision-makers. You'll lead the development and curation of content campaigns and strategies, drive both live and digital initiatives, and ensure our events and publishing remain at the forefront of the sector. Your goal: grow our community, deepen stakeholder relationships, and make the Retail Technology Show the must-attend platform for the retail technology industry.

Key Responsibilities

Industry Engagement & Networking

- Actively engage with industry leaders, attending external events, conferences, and networking meetups to strengthen relationships, understand market needs, and position the Retail Technology Show as a key player in the industry.
- Proactively build and maintain a network of senior executives, associations, media partners, and industry influencers to enhance collaboration and visibility.
- Establish strategic partnerships with relevant industry bodies, associations, and media organisations to amplify the reach and impact of our content and events.
- Act as a brand ambassador, representing the Retail Technology Show at key industry events, panel discussions, and roundtables.

Content Development & Strategy

- Develop and launch new content initiatives such as roundtables, live interviews, thought leadership articles, editorial content, and networking events to expand engagement and drive year-round community interaction.
- Conduct in-depth market and industry research to identify trends, challenges, and emerging topics, ensuring our content and events remain relevant and commercially successful.

- Collaborate with the Event Director and Marketing team to develop and execute a forward-thinking content strategy that enhances our current event and digital offerings.
- Shape conference agendas using your *little black book* of contacts, ensuring they reflect global and regional trends that resonate with our audience.
- Secure high-profile and engaging speakers by leveraging industry relationships to attract thought leaders and influential figures.

Community Engagement & Promotion

- Work closely with the marketing team to align content strategies with promotional efforts, maximising audience engagement and event attendance.
- Develop a strong social media presence, regularly sharing industry insights, event updates, and engaging content to position the Retail Technology Show as a thought leader.
- Foster and grow our industry community, ensuring ongoing dialogue and interaction between events through digital content, networking initiatives, and engagement campaigns.
- Be a visible voice and ambassador, generating and curating owned content.

VIP & All Access Club

- Lead the strategy and delivery of the VIP and All Access Club programme, ensuring it offers exclusive, high-value experiences for senior retailers and industry leaders.
- Be the face of the programme: confident, public-facing, and skilled at engaging retail executives to build lasting, trust-based relationships.
- Recruit, manage, and collaborate with an advisory board of senior stakeholders to shape the direction and influence of the Retail Technology Show.
- Drive targeted recruitment and engagement campaigns to attract high-calibre attendees to exclusive VIP experiences, networking sessions, and closed-door events.
- Curate and grow your own *little black book* of retail and technology leaders, ensuring the RTS VIP community remains vibrant, influential, and commercially valuable.

Requirements & Skills

- 3+ years of experience in content creation, community engagement, journalism, or a related field.
- Exceptional communication skills – both written and verbal – with the ability to craft compelling content and engage with industry professionals.
- Strong networking and relationship-building abilities, with confidence in engaging senior executives, industry leaders, and high-level audiences.
- Project management skills, with the ability to manage multiple content initiatives, events, and deadlines simultaneously.
- Highly organised and detail-oriented, ensuring seamless execution of conferences, content initiatives, and stakeholder engagement.
- Adaptability and a problem-solving mindset, thriving in a fast-paced and evolving industry landscape.
- Self-motivated and proactive, with a passion for staying ahead of industry trends and driving meaningful conversations.
- Proficiency in Microsoft Office, content management systems, content platforms, and social media tools.

About the Retail Technology Show

The Retail Technology Show connects Europe's most innovative retailers with the latest technology providers driving change across the industry. At the heart of the event is our retail community, connecting and engaging senior retail executives, thought leaders, and changemakers through premium, high-touch experiences. As we expand this high-impact offering, we're seeking a detail-driven, relationship-focused Community Manager to help strengthen and elevate our connections, engagement, and experiences across all year-round touchpoints.

About Nineteen Group (Organiser of Retail Technology Show)

www.nineteengroup.com

Nineteen Group is a rapidly expanding, dynamic, and ambitious media and events company, backed by Phoenix Equity Partners. The company is actively growing its portfolio by launching and developing events, exhibitions, and publishing initiatives. With over 30 events held annually across the globe, Nineteen Group serves industries such as retail, security, cybersecurity, fire safety, emergency services, construction, manufacturing, health and safety, maintenance, and more.

In addition to its events, the company has a strong publishing and media division, producing news outlets, awards, summits, and networking events. Nineteen creates platforms through which communities engage, innovate, and grow. We have a proven track record of attracting leading business decision-makers who attend to gain commercial insights and best practices.

Based in the heart of Wimbledon, and recognised as one of *The Sunday Times* 'Best Places to Work', Nineteen Group is run by a team of passionate professionals who care deeply about what they do, love the excitement of events, and bring their unique personalities to work to make a difference to our customers. We are constantly striving to push the boundaries of our events and deliver a rewarding experience for both exhibitors and visitors.