

ACS | the voice of  
local shops



SURREY  
BUSINESS  
SCHOOL

UNIVERSITY OF SURREY



# CONVENIENCE LEADERSHIP PROGRAMME

2023

# THE PARTNERS

Here at Surrey Business School our executive education brings together experts in academia and industry to deliver a range of innovative courses, seminars and workshops; alongside more tailored and bespoke executive programmes to support your specific business needs. We equip leaders and managers with the knowledge to make sense of their business environment, inform organisational change and execute responses that are fit for purpose and effective.

The Association of Convenience Stores (ACS) is the voice of over 33,500 local shops, supporting members through effective lobbying, comprehensive advice and innovative networking opportunities.

Over and above lobbying the Government the ACS support their members with a variety of different services, e.g. reports, events and advice. During the programme you will participate in various ACS events and get to know ACS representatives and other members.



**Sabine Benoit**

Professor of Marketing,  
Surrey Business School,  
University of Surrey



**James Lowman**

Chief Executive,  
Association of  
Convenience Stores



## WHO IS THE PROGRAMME FOR?



An **area manager, function head or member of a buying team** from a retailer or wholesaler that aims to step up towards more responsibility by better understanding the breadth of issues and factors related to the convenience market, and the levers that can be pulled to influence store and business performance.



The **next generation within the family business or top performer within an independent retailer** that aims to take the family business forward, but wants to gain knowledge beyond its own business to appreciate wider issues and network with other like-minded individuals in the sector.



**Sales specialist** from suppliers of convenience stores that aims to become the business's expert in the growing convenience sector to devise better strategies.

## PREVIOUS CLP PARTICIPANTS INCLUDE:



# PROGRAMME STRUCTURE

Date and Time	Location	Convenience Leadership Programme 2023
13.03.2023 10am-5pm	University of Surrey, Guildford	The convenience sector and its political and legal retail environment Societal and economic trends
Evening		Networking dinner
14.03.2023 9am-4pm		Creating effective value propositions: How to offer what customers want Personal development: You and your career in the convenience sector
24.04.2023 10am-5pm	NEC, Birmingham	Staff management Personal development, communicating effectively
Evening		International dinner prior to the ACS Conference
25.04.2023 9am-4pm		ACS Conference (ACS event)
27.04.2023 3pm-4pm	Online	Joint reflection on main takeaways from the ACS Conference
15.05.2023 10am-5pm	University of Surrey, Guildford	Innovation management Retail technology in the convenience sector
Evening		Networking evening
16.05.2023 9am-5pm	London	Technology Showcase (ACS event)
13.06.2023 10.30am-12.00pm	Online	Shelf availability and retail losses
21.06.2023 10.30am-12.00pm	Online	Safety, security and risk in the convenience sector
11.07.2023 10am-5pm	Yorkshire	Store and customer management and decision making in the convenience sector
12.07.2023 9am-5pm		ACS Study Tour
Evening		Participant poster presentation, networking dinner, graduation

## FEEDBACK FROM PREVIOUS PARTICIPANTS

“  
Amazing experience, enjoyed every minute  
and enhanced my own personal development  
and growth throughout.

2021 participant

“  
I really enjoyed the programme networking with  
other retailers and gaining further insights into how  
the whole Convenience operation fits together.

”  
2021 participant

“  
The programme was great for widening my  
thinking around the sector and having  
opportunities to collaborate with fellow leaders.

2022 participant

# HOW TO SIGN UP

## Entry Requirements

We accept applicants with a wide range of educational and business experience. There is no need for a previous degree in the higher education sector, but experience in the convenience retailing sector is required.

## Fees

This programme is offered in partnership with the Association of Convenience Stores (ACS), UK. Therefore the ACS members receive a preferential tuition fee.

<b>ACS Members</b>	£3,495
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<b>Non-ACS Members</b>	£3,995
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The fees include all teaching activities and material, refreshments during class, lunch and entry fees for events, but exclude accommodation and food at events.

## Do you want to know more?

Please get in touch via: [CLP@surrey.ac.uk](mailto:CLP@surrey.ac.uk)

Or find more information through the CLP website:





**Debbie Robinson,**  
CEO at Central England Co-operative

“

We have really benefitted from sending colleagues on this course, giving them a broader perspective, insights from academic experts and industry leaders, and a network of like-minded future leaders. The content and delivery is excellent and I can recommend the Convenience Leadership Programme to anyone looking to progress in this industry.

”

“

My daughter participated in the CLP and she loved it. She is involved in the family business and felt it was particularly valuable to get to know other perspectives and approaches, broaden her knowledge base and network with like-minded people in our industry. I highly recommend this programme for the next generation in family businesses.

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**Julian Taylor-Green,**  
Director, Spar-Stafford



