

Fleet, Assistant

Reporting to	Manager, Sales Planning	Department	Fleet and Remarketing	Grade	Student	Location	Burgh Heath	Direct Reports	0
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What you'll be doing :

- Provide monthly Toyota and Lexus National Fleet performance updates.
- Conduct monthly analysis of market and competitor activities to provide valuable insight to the Manager, Fleet Planning.
- Work with Product Planning to understand changing legislation and the impact on Toyota and Lexus Fleet.
- Support the development of reporting to meet changing business priorities, including but not limited to the increased focus on delivery of our LCV ambition plans
- Production of Monthly business Centre executive summary for distribution
- Front line Fleet support, Compass and Fleet in-box
- Supplier analysis, e.g AutoXP invoice validation and challenge
- Supporting Fleet Industry events, talking to customers and giving information and test drives about Toyota and Lexus vehicles
- Assisting with competitive tenders for the potential sale of large volumes of vehicles.

Experience you'll gain :

- Understanding the Fleet Market and Customer Types
- Understanding how TGB rewards and incentivises its Network to sell vehicles into the Fleet Market
- The competitiveness and strengths and weaknesses of Toyota and Lexus Products
- Customer handling and stakeholder management within TGB
- Programme development and data management
- Exposure to Toyota and Lexus Network partners and discussions about managing their performance
- Internal and external stakeholder management, getting the best out of others
- Prioritisation – managing multiple tasks and projects

How we'll support you :

- A comprehensive handover of roles and responsibilities from the previous incumbent
- Systems training on all areas
- Regular one to ones and performance reviews
- Planning and preparation for PDCA
- Development and of stretch of skills and behaviours
- Opportunities to showcase skills and build profile

How you could stretch this role :

- Presenting information/analysis at Monthly Performance Reviews with General Manager, Fleet, and at Business Centre Reviews
- Supplier management – taking the lead with the Demo Fleet management, analyzing costs and recommending change
- Developing and automating reporting and information flow in and out of the Dept
- Return On Investment analysis on the BCBP and Demo Fleet

What you'll get to own :

- *Toyota and Lexus Fleet performance reporting and data analysis.*
- *Analysis of the fleet market to understand what's driving segment, manufacturer and sales channel movements.*
- *Support Fleet Planning Manager with future planning and market trend analysis to guide our future direction.*
- *Centre and customer communications on all areas of the Toyota and Lexus BCBP, including Centres letters and Business Centres Guides*
- *Data analysis and financial modelling of the BCBP and Centre incentives*
- *Performance analysis on the effectiveness of the BCBP and Network performance*

Qualifications and experience you'll need :**Essential**

- A qualification from College or University or an apprenticeship
- Use of Microsoft packages, particularly Word, Excel and Powerpoint to intermediate level

Desirable

- Proven ability to analyse and interpret data

Skills & Behaviours you'll have :**Essential**

- Ability to analyse and present data, articulating trends and observations
- Be able to talk to customers and see things from their point of view
- Ability to present to people at all levels in the Business
- Ability to work as a Team and respect the workload of others

Desirable

- Some product knowledge
- Customer care / handling

In line with our Talent Enablement culture, we will give you ownership and encourage you to deliver outcomes that lie outside of the remit of this Job Profile. We do this to give you extra experience, to stretch and develop you within your role, enabling you to be the best you can be.

Assistant, Lexus Operations

Reporting to	Alan Jennings	Department	Lexus Operations	Grade	Student	Location	Burgh Heath	Direct Reports	0
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A bit about the Co-ordinator, Lexus Operations (Student placement) role

What you'll be doing :

Manage marketing campaigns and agencies to support the communication of key after sales propositions on behalf of the Lexus network to their live and lapsed customers.
 Quarterly lead management audits of the Lexus Centre Network to assess the quality of response and provide insight into a digital customers journey with Lexus.
 Provide support to Lexus Operations teams in the provision of data, reports and insights.
 Collaboration to prepare information and data for key meetings/conferences with our Centre Network and Toyota Motor Europe.
 Analyse data with the aim to identify trends, issues and make recommendations.
 Project management responsibilities to assist Line Manager in decision making.
 Lead Value Chain research activities and suggest potential changes to existing products and services or development of new.

Experience you'll gain :

Working in dynamic office environment both independently and part of a team, collaborating with business partners (both agencies and retail partners)
 Broad exposure to commercial environment and seeing the complete view of the Lexus business.

How we'll support you :

To provide you with relevant work experience to support you in your personal development and to achieve your academic qualifications.
 Coaching and technical training as required to complete the role.
 Regular 1-2-1's to support you within your role and your personal development within your placement.

How you could stretch this role :

Analyse and benchmark data to make recommendations which will improve a task or function – looking outside of the automotive industry where relevant.
 Identify and recommend areas of improvement for efficiency; creating revised standard operating procedures to ensure business sustainability.

What you'll get to own :

Direct operational responsibility within key Lexus business areas such as Customer Experience (CEM), Lead Management and After Sales.
 A suite of reporting which provides key business insight to the field team and Lexus senior management, with license to innovate these reports based on insight and feedback.
 Collation and calculation of payments for Quarterly Programmes and monitoring the Lexus Centre marketing support budget, along with processing invoices.

Qualifications and experience you'll need :

Essential: Working towards a business related undergraduate degree.
Desirable: Experience work working in a business or commercial environment.

Skills & Behaviours you'll have :

Essential: Excellent numeracy, literacy and communication skills; high attention to detail; and be able to demonstrate initiative and a willingness to contribute and learn as part of a team.
Desirable: Excel, Word and PowerPoint skills.

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Assistant, Customer and Network Support (CANS)

Role in a nutshell:

Reporting to	C&NS Manager	Department	C&NS	Grade	Student	Location	Burgh Heath	Direct Reports	0
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What you'll be doing :

- The student will be tasked to take on a variety of projects – these can encompass customer relations issues, goodwill spend, resourcing, dealer league tables, and courtesy car usage.
- The role will be a key point of contact for all team Managers when project and reporting work is required to understand more about our case load, complaint type, costs and resourcing.
- The role will be based in Customer and Network Support but will require the student to liaise with others outside the team such as Marketing, Product, Technical, and After Sales teams, providing networking opportunities.
- The student will attend monthly Woven (our contract centre staff/service supplier) First Line Review meetings and assist the Manager of Customer and Network Support with the management and development of this relationship.
- Management of key admin duties that ensure Toyota are providing customers with the best purchasing experience
- Understanding the needs of the team in order to present consistent and instant information to customers is key. This role will be charged with development and maintenance of this knowledgebase whilst aiding in decision making.
- The student will be responsible for researching trends within customer service. Motor Ombudsman, Trading Standards and the Institute of Customer Service research resources will be a key source for this activity.

Experience you'll gain :

- Case management involving the response to customer issues, decision making and negotiation with dealers and customers. This will provide the student with the opportunity to learn about the Toyota and Lexus business, whilst developing an insight into how a global automobile company is run.
- Project management which will encompass customer relations issues, goodwill spend, resourcing, dealer league tables, and courtesy car usage.
- Reporting of information from customers and dealers is a crucial part of what we do. This aids in the process of innovation within the company to develop a strong customer focus and efficient business operations.

How we'll support you :

- Support will be given to help the student thrive in their position, allowing them to develop core capabilities needed for a career in business.
- The student will have opportunities to take on managerial tasks and decisions, whilst having

members of the department to aid you in the process.

How you could stretch this role :

- Unique opportunities for personal development will be presented throughout the year, which provides the student the resources needed to excel in this role.
- A focus on setting long/short-term targets will allow the student to set achievable goals that will stretch their capabilities whilst developing individual competencies.

What you'll get to own :

- The role will be responsible for researching a range of customer service trends. Motor Ombudsman, Trading Standards and Institute of Customer Service research resources will be a key source for this activity.
- Opportunities to pioneer significant changes and developments within the company, whilst working alongside managers in the final decision making process.

Qualifications and experience you'll need :

Essential

- On a degree course.
- Have a basic understanding of systems and how they can automate business.

Desirable

- Customer interaction.

Skills & Behaviours you'll have :

Essential

- Willing to engage with others and an enthusiasm to learn.
- Have a customer orientated and can-do mind-set.
- Creative thinking and curiosity to innovate business operations.
- An understanding of the customer first mind-set.

Desirable

- Communication skills that are able to influence those around you.

In line with our Talent Enablement culture, we will give you ownership and encourage you to deliver outcomes that lie outside of the remit of this Job Profile. We do this to give you extra experience, to stretch and develop you within your role, enabling you to be the best you can be.

TOYOTA

TOYOTA (GB) PLC

JOB
PROFILE

Product Quality & Service Support, Assistant

Reporting to	Senior Manager, PQ&SS	Department	Product Quality & Service Support	Grade	Student	Location	Burgh Heath	Direct Reports	0
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What you'll be doing :

- Developing management level reports to show the quality activity both in the PQ&SS team and in Toyota/Lexus Dealer Network.
- Identifying gaps and issues so that they can be addressed, improving the quality of our product and improving the customer experience
- Investigating the real world condition behind the data to understand and refine the reporting
- Developing a deep understanding of the Toyota Quality Process.

Experience you'll gain :

- Report communication to support, real world business and quality process implementation

How we'll support you :

- Access to the whole team to provide support and guidance

As a manager:

- One to one guidance and support

How you could stretch this role :

- You will be able to develop your own ideas to improve the process and not just the reporting with the potential to present your ideas at senior level in both TGB and Europe.

What you'll get to own :

- *Responsible for KPI reporting and enhancement of these reports. You will have the freedom to identify opportunities to bring improvement and follow them through to implementation.*

Qualifications and experience you'll need :**Essential**

- Good data skills based on excel and presentation of data using standard tools MS office

Desirable

- Interest in motor vehicles

Skills & Behaviours you'll have :**Essential**

- Organized working style and ability to work a Team.

Desirable

- Self-motivated and able to develop independent ideas.

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Assistant, Network Development

Role in a nutshell: Delivering the Ultimate Customer Experience for both the Toyota and Lexus Networks.

Reporting to	Manager, Franchise Development	Department	Network Development	Grade	Student	Location	Burgh Heath	Direct Reports	0
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A bit about Department: The Net Dev team ensure that Toyota and Lexus have the right Dealers, in the right locations, to represent our Brands in the right way to customers.

What you'll be doing:

- You will be working with Manager, Franchise Development and the Manager, National to support new product launches for the both the Toyota and Lexus showrooms to improve the customer's experience in the showroom, both digital and physical, and delivering the franchise representation strategy at a local level
- You will act as a 'Brand Guardian' for both Toyota and Lexus, and work with the Centres partners to ensure the franchise standards in relation to Retail Concept and Corporate Identity are compiled to
- You will have to think on your feet and handle a variety of queries for our Centre partners
- You will have to use your problem-solving skills to resolve issues and escalate queries where necessary
- You will be involved with Toyota Motors Europe and the Lexus Europe Division to ensure the UK complies to various programmes
- You will work alongside various Agencies on projects and daily operations
- You will prepare case studies of best practice usage of digital technology and physical tools within the showroom environment.
- You will help develop materials and guidelines for use by the Centre Networks in promoting usage and best practice.
- You will monitor the implementation of best practice initiatives through the development and management of appropriate tracking documents
- You will act as the principal contact for a range of questions on the implementation of best practice initiatives
- You will research and analyse the effectiveness of different programmes and initiatives, and recommend appropriate solutions
- You will need to collate customer and Centre staff feedback analysis and propose innovative solutions / next steps to support project planning

Experience you'll gain:

- Exposure to the organisation and its functionality
- The importance of the Toyota Way, Kaizen (continuous improvement and best practice)

How we'll support you:

- We'll give you training on all the systems you are required to use in the role
- We'll make sure you understand the function of the department and how your role is involved
- We'll give you the appropriate back ground information so you can plan and research, implement a plan and deliver projects

As a manager:

- As part of the TGB Management Deal, you will be provided with support from your manager and a personalised development plan will be agreed with you and reviewed on a quarterly basis

How you could stretch this role:

- You will be asked to take ownership or coordination of projects which will increase your knowledge and skills base
- Embrace our innovative change culture by identifying non-value adding task and proposing ideas for improvements, and helping to implement the solution(s)

What you'll get to own:

- Reporting on use of digital tools in the network
- Project Co-ordinator on live / new projects

Qualifications and experience you'll need:**Essential**

- IT literate with good MS Office skills

Desirable

- Training skills
- Microsoft Access skills
- Excel skills

Skills & Behaviours you'll have:**Essential**

- A logical thinker who is willing to question and challenge existing practices
- Confident in communicating with TGB employees at all level and also interacting with Centre staff and external suppliers
- A self-motivated person, who is willing to take ownership of a task or project from start to finish, often working on their own
- A flexible attitude, always looking for the best, if not the easiest, solution
- An energetic and positive outlook and a problem solving mind-set

Desirable

- It would be great if you had an understanding of the Motor Industry customer journey, both in the 'Digital' and 'Physical' worlds

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ConsumerOne, Assistant

Role in a nutshell: It's all about the Data....!

Reporting to	Manager, Business Insight, ConsumerOne	Department	ConsumerOne	Grade		Location	Burgh Heath	Direct Reports	0
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What you'll be doing:

We are excited to be recruiting for a ConsumerOne placement student. The successful candidate will support the development of a variety of customer experience initiatives across Toyota & Lexus. This is a chance to be part of a team that will deliver change and improvements that makes a measurable difference to our customers.

We always start with the voice of the customer to discover where and why we need to change. You will use this insight to work with and engage a number of stakeholders across the business to test and implement innovative ideas.

A core source of insight is derived from our Customer Recommendation Surveys (CRS), and Customer experience programme – our mystery shopping programme. It will be your responsibility to help co-ordinate these key customer feedback programmes for both Toyota and Lexus. You will be the first point of contact for all levels within TGB and the Network of dealerships. You will analyse the results, develop presentations to share findings with stakeholders and manage quarterly activity across the business. You will also gain experience of managing the relationship with third party partners/agencies, plus our colleague in our European head office. Understanding the performance of our franchised dealership network in providing the customer experience that our customers expect from our brand is key in helping to drive improvements so that we can... *do business the way customers love!*

In addition to the Customer Experience Programme, you will also have the opportunity to support new initiatives and pilots. You will attend and support working groups to help the development of business priorities. It will be an environment that is fast-paced, dynamic, lots of variety and fun!

Experience you'll gain:

Working in the ConsumerOne team will give you a wide breadth of experience:

- Supporting company-wide initiatives
- Developing project management skills
- Coordinating third parties / agencies
- Visiting and working with our dealer network
- Hosting meetings and presenting to a large group of stakeholders
- Attending various workshops and training courses
- Being part of a close-knit and supportive team

How we'll support you:

Enabling you to be the best you can is top on the list at TGB, so it's important we provide the best support we can.

As a manager, I will support you by:

- Identifying projects that provide an opportunity for development
- A personal and professional development plan
- Quarterly reviews with a range of training & support available

- Regular 121 meetings and feedback on your progress

How you could stretch this role:

We really hope our placement student brings fresh ideas to support our common goal; to do business the way customers love.

Taking the initiative to explore a new idea and develop a recommendation will demonstrate development and stretch.

Don't be afraid to ask questions and challenge existing practices.

Apply your creative and lateral thinking to everything we do.

What you'll get to own:

Being involved in running our Customer Experience Programme at TGB, so we need someone super organised to keep on top of things.

Being a key contact for stakeholders across the business, responding to queries and providing support to shape recommendations for future development of our programmes.

Acting as the principal contact for external agencies, providing accurate and on time information to help the running of programmes and initiatives.

Working closely within ConsumerOne to support the development of pilots, assisting with scoping, customer insight, analysis and recommendations.

Qualifications and experience you'll need :

A Placement Student requiring one years work experience as part of their University degree programme.

Skills & Behaviours you'll have:

To be considered for this role, you'll need to be:

Essential

- Customer focussed- ability to put self in someone else's shoes and assume different perspectives
- Logical thinker with strong analytical skills and willingness to question and challenge existing practices
- Excellent communication skills
- Self-motivated, willing to work without supervision
- Persistent
- IT literate with good MS Office skills
- Adaptable
- Ability to think creatively with an innovative mind-set

Desirable

- Ability to influence and persuade

- Training skills
- Project management
- Ability to think creatively with an innovative mind-set

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TOYOTA

TOYOTA (GB) PLC

JOB PROFILE

Value Chain, E-commerce Assistant

Role in a nutshell: Assisting with the management and development of Toyota & Lexus e-commerce website channels.

Reporting to	Braden Mark, E-commerce Specialist. David Samuel, Senior Manager	Department	Value Chain	Grade	5	Location	Burgh Heath	Direct Reports	1
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A bit about e-commerce: Our aim is to offer our customers ultimate convenience by marking products available for online purchase and delivering them whenever and wherever a customer wants.

What you'll be doing:

- Attracting customers to our products by managing live online content
- Promoting our products by running sales and marketing campaigns
- Developing our online presence by working with several internal and external stakeholders (agencies etc.)
- Coordinating our efficient fulfillment processes with our warehouse team
- Overseeing customer communication and working closed with the customer service team
- Locating potential growth opportunities by interpreting reporting data
- Driving sales by introducing new initiatives throughout the course of your placement

Experience you'll gain:

- Having a direct link to sales – you'll be able to see the results of your work
- Working directly with customers

How we'll support you:

- Company training throughout your placement
- You'll work with teams and on your own projects

As a manager:

- Weekly one-to-one meetings

- Structures objectives

How you could stretch this role:

- Optimising processes and the customer experience
- Pushing sales activity beyond what is projected

What you'll get to own:

- Online product content and promotion
- Customer service and fulfilment processes
- Your own development projects

Qualifications and experience you'll need:

Essential

- Excellent written English.

Desirable

- Customer service experience.
- Excel knowledge/expertise.

Skills & Behaviours you'll have:

Essential

- Self-motivated.
- Attention to detail.
- Positive attitude.

Desirable

- Empathetic approach to customers.

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JOB PROFILE

Assistant, Academy

Role in a nutshell: Supporting the delivery of Strategic projects to improve the Customer experience delivered in the network

Reporting to	Senior Manager, Academy Strategic Projects	Department	Academy	Grade	Student	Location	Burgh Heath	Direct Reports	0
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A bit about Department: The C1A department works to discover new ways of working to improve the Customer experience through insight and challenge. By delivering ground breaking solutions we are supporting the move to a mobility company.

What you will be doing:

- Support and lead Academy strategic projects for example implementing Customer Blue Prints
- Support the annual network engagement survey assisting with communications follow up and webinars
- Liaising with the network and our field teams to ensure they are aware of and support projects
- Co-ordinate key programmes to develop our network, act as the main point of contact
- Manage all forums to support strategic projects, post weekly new items, challenges, questions, did you know, a factoid
- Keep workspaces that support development up to date, work on new work spaces design, content and messaging
- Handle appeals from the network on training charges
- Get involved in monitoring Academy budgets and PO's and tracking revenue

Experience you'll gain:

- Project management
- Process mapping and Customer Journey mapping
- First-hand experience of dealing with our network
- Financial budgeting
- Understanding of managing change
- Design experience in creating innovative solutions
- Experience of new ways of delivering training

How we'll support you:

- Regular 121's to support development and enhance existing skills
- Comprehensive training on current role to get you up to speed in a supportive environment

How you could stretch this role:

- Making suggestions for improving things
- Thinking outside the box to create solutions
- Taking full responsibility for delivering projects

What you'll get to own:

- Responsible for key strategic projects and for running programmes in entirety
- Act as a main point of contact for network delegates going through development programmes

Qualifications and experience you'll need:

Essential

- Strong IT skills
- Excellent planning and organising
- Strong written and verbal communicational

Desirable

- Training or coaching qualification

Skills & Behaviours you'll have:

Essential

- Excellent communication and managing self-skills
- Perseverance and tenacity

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JOB PROFILE

Mobility & Auto Futures Assistant

Role in a nutshell: Developing business insight and supporting the launch of new Mobility Services

Reporting to	General Manager, Consumer Channel Development	Department	Mobility & Auto Futures (C1)	Grade	0	Location	Burgh Heath	Direct Reports	0
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A bit about Department: A watered down, less corporate version of the department purpose on the Hoshin

What you'll be doing:
<ul style="list-style-type: none"> You will be at the forefront of change in the automotive industry, creating insight into a rapidly changing business through market intelligence Being the expert in everything mobility, understanding competitors, and ensuring we continue to adapt to a changing world Understanding and explaining what customers want and how well we are doing in our delivery of new services Gaining insight from our retailer networks to understand their needs and how they are supporting customers with their mobility needs and expectations

Experience you'll gain:
<ul style="list-style-type: none"> A complete understanding of the emerging mobility market In-depth knowledge of automotive retailing including digital solutions

How we'll support you:
<ul style="list-style-type: none"> You will be part of an agile team who will help develop your skills and knowledge <p>As a manager:</p> <ul style="list-style-type: none"> Your manager will directly support your development through regular reviews and feedback

How you could stretch this role:

What you'll get to own:

- Through networking and senior stakeholder influence, you will become the go-to person for market intelligence
- This could include providing market insight at senior management and board level

- Market research & intelligence
- Mobility customer insight
- Emerging automotive retailing knowledge & intelligence

Qualifications and experience you'll need:

Essential

- Practical use of Microsoft Office, particularly Powerpoint & Excel

Desirable

- Market research techniques

Skills & Behaviours you'll have:

Essential

- Enquiring mind
- Resilience
- Flexibility & agility
- Team mindset
- Confident communication skills

Desirable

- Time management
- Analytical

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