



Coordinator, Fleet Support

After an internal move, we're recruiting for a new **Co-ordinator**, to join the **Fleet Quality team**, which sits within our **Operations Division**, reporting to **Specialist, Fleet**. This is a really important role for TGB, as you'll be the communication lynch pin with internal customers contacting the Fleet Support Team and have direct contact with external customers, gaining great experience as well as exposure to all areas of the business. If it's a career at TGB that you're looking for, this is a great role to start off in and you'll be reporting to someone who's previously been promoted from this role.

About TGB – In a nutshell

You may already follow Toyota & Lexus on social media or in the news and have heard about the great things that we continue to achieve globally, well, what we do here at TGB helps achieve those great things! Here at our Eco HQ in Surrey, we support the business as the sales and marketing function for both Toyota and Lexus in the UK. We are a diverse team with a common goal; to do business the way that customers love.

There's loads of really great stuff on our blog [here](#).

Whistle stop – Overview

You'll have a customer first approach and work closely with the Fleet Sales team supporting them in managing the sales and after sales performance of SME customers. You'll often be their first point of contact, so you'll need to be personable and able to build rapport. You'll also provide support to your Burgh Heath based team, with administration and coordination of data, creation of reports, trend analysis and of course identifying and implementing opportunities to innovate.

What you'll get at TGB - Great people deserve great things

Enabling you to be the best you can be is top on the list at TGB, so it's more than just an externally benchmarked salary and bonus that puts smiles on the faces of people that work here:

- Deferred Credit Scheme (Car Scheme)
- Wellness Benefits portal to help you make flexible choices that are right for you and your family
- Access to attractive car schemes for you (& your family) for Toyota & Lexus cars
- Eco HQ, free parking & restaurant offering a fantastic working environment
- Generous annual leave which increases with service and holiday trading option.
- Flexible working initiatives*
- 2 volunteering days per year and various Corporate & Social Responsibility initiatives.
- Dental insurance and healthcare cash back to compliment Private Medical Healthcare, Employee Assistance Program & eye tests
- Preferential rates for insurance policies including critical illness
- Exclusive discounts & discount website
- Onsite gym, Sports and Social Club, cycle to work scheme & flu jabs to keep you healthy
- Regular 121s with your manager, a personal development plan reviewed quarterly with a range of training & support (as per the TGB Management Deal)

- Annual events and random acts of kindness throughout the year (e.g, summer party, Green month BBQ)

**We don't take a cookie cutter approach to working flexibly because this means different things to different people. Talk to us at interview about what flexibility means to you.*

You want in? (see attached job profile for more information)

- Customer first approach
- Be a plate spinner, keeping track of multiple projects of your own and supporting others with theirs
- Strong organisational, communication, influencing and personal time management skills.
- Strong analytical skills & ability to interpret data to spot trends and make recommendations.
- Proactively improve communication channels, identifying even better ways of working.
- Demonstrate ability to work within TGB as part of future Career plan.
- Ability to take an initiative from proposal through to feasibility, development, implementation & 'PDCA' (Plan, Do, Check, Act process).
- Have a great attitude, driven by feedback and enjoy working as part of a team

We know we won't have been able to cover everything in this advert. Have a look at the job description for some extra detail and if you get through to the face to face interview stage of our process, then we'll put aside some time to explain the role fully and you can ask any questions that you have.

Candidates are invited to apply via our careers site. We use LaunchPad one-way video interviewing as part of our recruitment process. We'll provide you with some more information around this as you make your way through the process.

We're inclusive -

To innovate, we need diversity of thought so a diverse and inclusive workplace is hugely important to us. We won't discriminate against any protected characteristics, will judge applications on merit and won't make any assumptions.



Co-Ordinator, Fleet Support

Role in a nutshell: To lead the delivery of industry levels of customer service via our Fleet Support Team whilst maximising Fleet sales performance.

Reporting to	Specialist, Fleet	Department	Fleet	Grade	5	Location	Burgh Heath	Direct Reports	0
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A bit about Fleet Support: To provide dedicated pre and post-sales support to all projects, existing SME customers, major account customers, ensuring the highest levels of service are provided at all times.

What you'll be doing:
<ul style="list-style-type: none"> • Work under the direction of Fleet Specialist in providing administrative and operational support contributing towards the achievement of fleet sales objectives. • The role encompasses all aspects of administrative and customer service contact with internal and external customers <p>Motability</p> <ul style="list-style-type: none"> • Manage the operational day to day requirements of the Motability Scheme, including the development and preparation of all key quarter change materials and communications • Develop and prepare key pricing analysis to support the review and agreement of final quarter change pricing • Manage and co-ordinate all new model applications for the Motability Scheme <p>Customer Loan Car Programme (CLCP)</p> <ul style="list-style-type: none"> • Manage the operational day to day requirements of the CLCP scheme, including the development and preparation of all key quarter change materials and communications • Prepare key pricing data for Toyota Financial Services (TFS) to deliver final quarter change pricing <p>Financial (Pricing, Discounts & Systems)</p> <ul style="list-style-type: none"> • When necessary update Sage & AS400 with customer agreement information. • Maintenance & Coordination of the Toyota & Lexus Schemes and Programmes. • Reconcile departmental invoices relating to key account rebate payments • Create, process and maintain departmental purchase orders and invoices • Respond to a range of generic queries regarding discounts, pricing and product information.

Experience you'll gain:
<ul style="list-style-type: none"> • Extensive knowledge of the Fleet and Sales Division, developing a deeper understanding of the commercial performance levers in the business • Work with the Fleet team to improve or identify and implement new processes, gaining experience of delivering through others and stakeholder management • Excellent internal and external communication skills • Excellent data/reporting skills

How we'll support you:
<ul style="list-style-type: none"> • Business support via training, managerial support & coaching <p>As a manager:</p> <ul style="list-style-type: none"> • Delivery of management deal, regular one to one meetings to support both operational and personal development

Support:

- To efficiently and enthusiastically handle incoming enquiries to the department and provide sales information for prospective Fleet Sales customers and dispatch literature as required.
- Process customer agreements and keep all associated systems fully updated
- Coordination and involvement in discussions regarding quarterly campaign activity. These include the TFS Business Drive campaign and the Customer Loan Car Programme. Liaise with all stakeholders to ensure a smooth roll out in line with the start of each quarter.
- Efficiently and effectively progress customer complaints where necessary.
- Provide support and/or manage where agreed ad-hoc projects that have direct impact on the efficiency of the Fleet Support function
- Oversee the efficient response of queries on Compass from the Centre Network, ensuring that the agreed internal KPIs on response times are met

Communications:

- Provide new product information and communications in relation to availability, pricing and specification, as appropriate to the Fleet field team and Contract Hire Industry.

Reporting:

- Create and deliver regular reports to support wider Fleet team/Accounts, including Centre Rental, internal schemes
- Create and deliver all key Localisation reports including executive summary, network SLA and commercial partner reports. Work closely with Localisation Team Supervisors to understand key reporting requirements and provide any ad hoc reporting
- Process and deliver key Business Centre programme payments, including managing relevant queries and appeals

How you could stretch this role:

The role provides an opportunity to maximise the performance of the Fleet Department in delivering industry leading customer service by doing business the way customers expect it.

What you'll get to own:

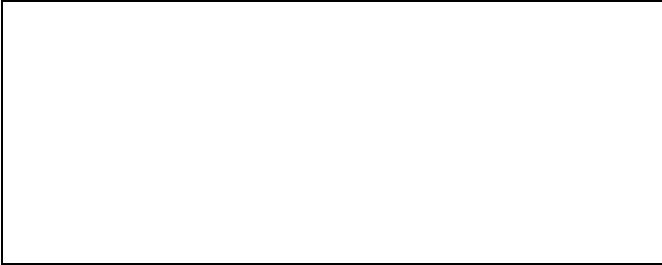
- Managing the day to day Motability and Customer Loan Car Schemes alongside business critical reporting and processes

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

- A minimum of A level standard or equivalent.

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

- Excellent written communication skills
- Customer first approach
- High level of numeracy
- Computer literate to a high level



- Enthusiastic & positive attitude
- Ability to undertake multiple tasks and complete within tight deadlines
- Ability to work with high levels of detail

Desirable

- Fleet Experience
- Knowledge of AS400 system
- Strong Toyota & Lexus product knowledge

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.