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| Attracting the best**Regional Account Manager** **One Toyota Fleet Services** |
|  We have a vacancy for a field based role as a **Regional Account Manager** in the **Fleet Services Team.** The role is to drive fleet volumes within the Toyota GB, Toyota Financial Services, Lexus & Kinto Network in the South Region. We’re looking for a confident change advocate who can build excellent relationships with multiple external and internal stakeholders, delivering through your team to deliver set targets and supporting the performance and profitability of Toyota Fleet Services in the UK.You might already be a working at this level or in this sector and want to broaden your breadth of experience, stretch existing skills and gain new ones. Or you might be a looking for a promotion in a role where you'll get support and coaching to help you achieve the next step up the career ladder.**Regional Account Manager** – Whistle stop overviewThis role involves the direct line management of one Senior Area Account Manager and a team of Area Account Managers. You’ll work with the Senior Manager of the One Toyota Business Team to define and agree multi-faceted objectives, encompassing a variety of sales channels, and manage the process of moving beyond solely vehicle sales and into finance provision, maintenance, insurance and other emerging products and services. You’ll break these down into objectives for your team and lead the achievement thereof. You’ll pro-actively establish and maintain excellent relationships with existing Customers and Conquest opportunities, either personally or via your team, and will ensure the delivery of excellent levels of customer service and account management.You’ll find all the detail in the Job Profile (below).**About TGB –** In a nutshellYou may already follow Toyota and Lexus (or TGB as we affectionately call ourselves) on social media or in the news and have heard about the great things that Toyota, Lexus & Kinto continue to achieve globally, well, what we do here at TGB helps achieve those great things! Here at out ECO HQ in Surrey, we support our Centre Network as the Sales and Marketing functions 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 in our mag here.**What you’ll get at TGB** - Great people deserve great thingsEnabling 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. In the field you’ll have the opportunity to plan your own diary, travel and overnight stays, considering the needs of the business and the demands of your home life.***You want in?**To be considered for this role, you’ll need to have:* A demonstrable ability to manage and lead people
* A focus on shared outcomes and the ability to lead, motivate and manage others to achieve them
* Strong analytical and numeracy skills
* Ability to clearly communicate and negotiate at a variety of customer and management levels
* Ability to network, build effective relationships and collaborate across One Toyota entities, network partners and external customers and prospects
* Confidence and ability to communicate at senior company level
* Production of PowerPoint presentations
* Ability to work unsupervised and as part of a team
* Ability to lead the team in finance and VLV channel development
* Passion for customer experience with strong ownership and accountability
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|   | **Toyota loves diversity –** 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. We’re signed up & committed to the disability confident scheme. |
| If you ended up reading this far and what we’ve said has sparked your interest, that’s great! You’ll find more info in the Job Profile below. If you’d like to be considered for the role – You can apply directly through our careers site.We use Willo one-way video interviewing as part of our recruitment process. We’ll provide you with some more information around this as you progress through the stages. |
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**JOB PROFILE**

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| **Regional Account Manager** **One Toyota Fleet Services** |
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| **Reporting to** | Senior Manager, One Toyota Business Team | **Department** | One Toyota Fleet Services | **Grade** | 3 | **Location** | Field Based  | **Direct Reports** | 4 |
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| **What you’ll be doing:** |  | **Core Knowledge Needed:** |
| You will work with the Senior Manager of the One Toyota Business Team to deliver Toyota, Lexus, KINTO & TFS fleet volumes within a defined Region and move from a unit registration mindset to an account management, consultative one where all revenue streams are maximised.Your role will involve the direct line management of one Senior Area Account Manager and a team of Area Account Managers and direct customer interface, where required and appropriate. You will work with the Senior Manager of the One Toyota Business Team to define and agree multi-faceted objectives, encompassing a variety of sales channels, and manage the process of moving beyond solely vehicle sales and into finance provision, maintenance, insurance and other emerging products and services. You will break these down into objectives for your team and lead the achievement thereof. You will pro-actively establish and maintain excellent relationships with existing Customers and Conquest opportunities, either personally or via your team, and will ensure the delivery of excellent levels of customer service and account management.You will be responsible for the accurate forecasting of team and regional performance across the establish metrics. * Attending appointments (face to face and virtually) with existing customers and new prospects where appropriate.
* Managing the team to develop their customer base through the CRM system and territory planning initiatives
* Weekly forecasting for the Region, using Business Intelligence reports
* Developing and implementing a robust regional territory plan and ensuring all One Toyota Business targets are hit
* Understand customer requirements whilst vehicles are 'in life', not just at sale or handover
* Managing relationships with retailer network to ensure order placement and delivery is in line with customer expectations and that they have robust conquesting strategies in place
* Play a lead role in defining the ongoing training and development requirements for your team and ensuring that solutions are put in place
* Ensure that all team members are always suitably qualified for their roles and act in a legally compliant fashion
 | * Experienced in using a CRM system (desirable)
* Experienced in interacting with a variety of levels of customer, from SME owner to C-level, middle-management as well as administrative staff
* Strong relationship building / territory management
* Excellent Fleet and Business knowledge; you should have an understanding of manufacturer processes
* Excellent knowledge of fleet finance systems, solutions, and compliance to be able to perform a management role with colleagues
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|  | **Critical Skills Needed** |
|  | Essential* A demonstrable ability to manage and lead people
* A focus on shared outcomes and the ability to lead, motivate and manage others to achieve them
* Strong analytical and numeracy skills
* Ability to clearly communicate and negotiate at a variety of customer and management levels
* Ability to network, build effective relationships and collaborate across One Toyota entities, network partners and external customers and prospects

 * Confidence and ability to communicate at senior company level
* Production of PowerPoint presentations
* Ability to work unsupervised and as part of a team
* Ability to lead the team in finance and VLV channel development
* Passion for customer experience with strong ownership and accountability

Desirable* Fleet knowledge desirable but ability to learn the complexities quickly is essential
* In depth expertise in credit line and wholesale finance provision and management
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| **How you could stretch this role:** |  | **What you’ll get to own:** |  | **Experience you’ll gain** |  | **How we’ll support you:** |
| * Become an acknowledged pioneer for One Toyota Fleet development and leader of your team in the same
* Contribute to accelerating the One Toyota direction and thinking
* Helping to define new ways of working
* Become the accepted go to expert in fleet finance operations available today
* Play a key role in the development of improved and integrated finance and insurance solutions for tomorrow
* Uncover and develop new ways to market for the One Toyota Business Team
 |  | * Regional targets
* Regional Development Plan, including investigation and progressing of One Toyota Business opportunities for finance, insurance, and further mobility
* Weekly forecasting
* Customer and prospect relationships
* Network partner relationships
* Fleet finance development plan
 |  | * Knowledge of core Fleet sales channels to market
* Understanding of funding routes and commercial insurance requirement
* Customer expectations and moving market requirements for mobility services
* Experience of multi-faceted and innovative approach to cross company selling
* The ability to get involved in strategic projects and help write papers and proposals to take the business forward
 |  | * FCA training as required
* Finance and vehicle product training
* Management development training as available
* Inclusion & attendance on key strategic, planning & industry events
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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.