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**JOB PROFILE**

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| **Specialist, Lexus Operations** |
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| **Reporting to** | Manager, Commercial Development Lexus | **Department** | Lexus Operations | **Grade** | 4 | **Location** | Burgh Heath | **Direct Reports** | 1 |
| **A bit about Department:** The department purpose is to coach, motivate and influence business transformation with our Network partners. This involves working with all areas of the business to implement and improve operational programmes and strategies to deliver business transformation. |
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| **What you’ll be doing:** |  | **Experience you’ll gain:** |
| * To provide Head Office analytical support to the Network Performance Managers
* To provide Head Office support, and temporary field cover for, the SPM and ASPM
* Coordinating and liaising with the Field Operations team and internally within Head Office to support the efficiency of the Operations function to roll out head office initiatives to the Lexus Network.
* To work closely with other departments such as Toyota Network Operations to look for efficiencies, deeper understanding, avoid duplication and ensure a holistic, rounded approach to the reporting of sales and after sales information
* To take a kaizen approach over all work streams to find operational efficiencies to support Field Team and create efficiencies in ways of working with Network/Head Office
* The role provides supports potential for a field role in the future
* To oversee the preparation of Lexus Operations Performance reports on both a routine and ad hoc basis as required by the Lexus Operations General Manager or Network Performance Managers.
* To coordinate Lexus Operations focus areas, highlighting performance through absolute scores, comparisons and trends. Providing information to highlight priority areas and identifying best practice.
* With the support of the Lexus Operations Coordinator, provide a 'Help Desk' function to support the Field Managers and the Lexus Centre Network whilst spotting emerging trends and coordinating emerging trends resolutions
* To provide 'on territory' cover in the absence of any Sales Performance Manager and After Sale Performance Manager through holiday and sickness and coordinate the required cover nationally
* Represent Lexus Operations in appropriate Burgh Heath meetings, acting as a ‘voice of the Network’
* Coordinate regional activity reporting on programme and review status by Region, Partner and Centre to ensure a consistent national approach and the efficient sharing of best practice
* Liaise with other departments to ensure that all centrally prepared zone meeting information is suitably collated, coordinated, and issued to the ASPMs/SPMs/NPM/BDM in a timely fashion, ensuring consistency of content and message. To provide any ad hoc support to the Regional Lexus Operations teams as required under the direction of the General Manager, Lexus Operations.
 | * Regular collaboration with a mix of Grade 1 to Grade 6 stakeholders within the Operations division and wider business.
* Understanding of Lexus’s business operation and processes.
* Understanding of the national market and impact of external factors on Lexus’s value chain performance.
* Network exposure, through ad-hoc cover and support to Sales and After Sales Performance Managers, where appropriate.
* An opportunity to influence the activities of the Lexus Operations team through communication and collaboration with the wider Toyota audience.
* Ability to produce trend analysis for network and market data, at zone, regional and national level.
* Ability to proactively add value to Lexus’s programmes through regular contact with Centre management, as part of field team query handling.
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|  | **How we’ll support you:** |
|  | **As a manager:*** Development opportunities going beyond the role working with a variety of senior stakeholders
* Regular 1/1s and senior support network
* Exposure to Network Partners and internal stakeholders
* Coaching approach to management
* Lexus Network Operations understanding and knowledge
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| **How you could stretch this role:** |  | **What you’ll get to own:** |
| * Desire to identify kaizen opportunities, make change and leave a legacy.
* Aim to understand best practice in the field and bring that into the business.
* Identify additional responsibilities and projects, stretching self to new work areas.
* Contribute to discussion from a Lexus Operations perspective which may turn debate or decision.
 |  | * Support office & field interaction, alignment and cohesion including performance analysis of a nominated programme or product, Centre or Group
* Provide reporting insight and operational support in the delivery of the retail vehicle sales channels and sales customer experience objectives.
* Provide operational support for the NPM and Operational Field Managers including provision of analytical support on all Programmes and key AS metrics including parts & accessory sales, and CEM and as a result proactively identify opportunities for improvement and share best practice.
* Support national and regional monthly meetings
* Work closely with both Network Development and Fleet operations to ensure reporting and support is efficiently and effectively coordinated in cross departmental activity.
* Manage the standardised sales and after sales operational reporting for the appropriate user/stakeholder eg. Board, Group, Partner, with alignment from General Manager, NPM, ASPM & SPM as appropriate to ensure the information is provided in a timely fashion and agreeing how ad hoc additional information is provided with the relevant stakeholders and reporting users
* Proactively propose additional reporting information having researched its relevance with the appropriate stakeholders.
* Liaising on behalf the field team with relevant Head Office departments in the resolution of Sales and After Sales issues encountered in the regions on an on-going basis.
* Proactively identifying kaizen initiatives that support the improvement in efficiency of field operations in its support of the retailer network through both day-to day activities and specific project initiatives taking a consistent kaizen approach.
* Undertake the programme of development and learnings agreed with the NPM to gain experience in all aspects of the field roles
* Continue to build, develop and improve the suite of Power BI reporting for both TGB and Centre Network users
* Liase with internal department and systems team (Power BI developers) to improve and implement new Power BI Reports to assist the Network in self-management
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| **Qualifications and experience you’ll need:** |  | **Skills & Behaviours you’ll have:** |
| * Educated to degree standard / or equivalent
 |  | **Essential*** Customer first approach & Network centric approach
* Strong organisational, communication, influencing and personal time management skills.
* Strong analytical skills & ability to interpret data to spot trends and make recommendations
* Strong report writing skills
* Ability to build, influence and maintain effective working relationships
* Proactively improves communication channels between field operations and Head Office teams, identifying better ways of working
* Excellent communications skills
* Ability to take an initiative from proposal through to feasibility, development and implementation & PDCA

**Desirable** * Confident with systems and able to ensure their performance is optimised.
* Power BI skills or willingness to learn Power BI is desirable
* Aspire to work in a Field Operations role as part of a longer term career plan
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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.