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| Attracting the best**Specialist, Fleet CRM, Schemes and Business Process** |
| We’re recruiting for an experienced **Specialist** to join our **Fleet Team**, reporting to our Manager, One Toyota Fleet CRM, Motability and Channel Activation on a permanent contract. You’ll be working within One Toyota Fleet making a measurable difference to our business customers’ needs in multiple channels, maximising customer and vehicle lifetime value opportunities across leasing, ownership, mobility and insurance products and services. You’ll get great exposure to senior stakeholders in both TGB and the wider OneToyota businesses. You’ll be joining a supportive Fleet team who live the ‘together for better’ values of the business and have won various Business awards that they’re humbly proud of.Fleet automotive experience would be a positive, but you don’t need to have been working in the automotive industry, we just need you to be passionate about what we do and want to learn about our business. So you get the best from us and we get the best from you, you’ll need to be someone who wants to drive measurable difference through innovation and your curiosity into the way things are done, using your previous experience as a benchmark to any new initiatives and best practice that you implement. You’ll be able to use this role to land some great projects and initiatives as well as receiving some personal development to help you be the best you can be, leaving a legacy to be remembered for. We’d be proud if TGB was your stepping stone to bigger and better things.**About TGB** – In a nutshellYou 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 out 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 and we’re proud to be 15th in the Times Top 100 Best Companies to work for.There’s loads of really great stuff on our blog **here**.**What you’ll get** - 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:* Access to attractive car schemes for you (& your family)
* Eco HQ, free parking & restaurant offering a fantastic working environment
* Flexible working initiatives\*
* 2 volunteering days per year and various Corporate & Social Responsibility initiatives.
* Employee Assistance Program & eye tests
* 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. It’s best to talk to us about the flexibility you’d like at the interview and although we can’t promise that we’ll be able to give you exactly what you want, we will definitely promise not to judge you for asking. We love it that lots of our people work flexibly!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 and MS Teams for the face to face part of our recruitment process. We’ll provide you with some more information around this as you make your way through the process.**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.  |
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**JOB PROFILE**

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| **Specialist, Fleet CRM, Schemes and Business Process** |
| **Role in a nutshell:** To lead a team supporting the One Toyota Business Sales Team in delivering industry-leading customer service  |
| **Reporting to** | Manager, One Toyota Fleet Sales Strategy, Motability and CRM | **Department** | Fleet | **Grade** | 4 | **Location** | Burgh Heath | **Direct Reports** | 5 |
| **A bit about One Toyota Fleet:** One Toyota Fleet aims to deliver a one stop shop for all our Business Customers' needs in multiple channels to market, maximising CLV and VLV opportunities across leasing, ownership, mobility and insurance products and services |
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| **What you’ll be doing:** |  | **Experience you’ll gain:** |
| * Management of the Fleet Operations and Pricing Support Teams, ensuring queries, communication and admin into the department is managed within appropriate lead times via email and Compass, including Network queries, price protection requests and Business Centre payment queries.
* Manage and lead key internal, commercial and Network relationships
* Coordination of fleet forecasting and aged stock and presentation to senior stakeholders
* Analyse communication traffic to highlight and deploy process efficiencies and systems changes to reduce levels of administration
* Responsible for operational management of Fleet CRM as the Fleet point of contact for CRM (MSD/Sage) queries & reporting, leading improvements and efficiencies
* Operational management of the Motability scheme, including quarterly pricing negotiations and Network communication of quarterly programmes
* Management of the CLCP scheme, working with TFS and suppliers
* Managing departmental projects in support of One Toyota initiatives across multiple stakeholders, leading operational support to the department, assisting Senior Management in completing complex tasks, ad-hoc reporting, pro-active identification of kaizen opportunities, root cause analysis and countermeasure proposal
 | * Knowledge of the multiple channels to market in the Fleet industry
* An understanding of the leasing industry and the One Toyota Construct
* Managing a team of direct reports
* Internal and external stakeholder management
* Motability pricing and scheme management
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|  | **How we’ll support you:** |
|  | * Business support via training, managerial support & coaching

**As a manager:*** Delivery of management deal, regular one to one meetings to support both operational and personal development
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| **How you could stretch this role:** |  | **What you’ll get to own:** |
| * Ownership and deployment of projects in the new One Toyota structure, influencing senior stakeholders
* Deployment of quarterly sales campaigns, pricing and discounts
 |  | * Management of Fleet Operations and pricing Support Team with 5 direct reports
* Management of key Fleet Operational communication channels and campaigns
* The Motability Scheme
* Operational Management of Fleet CRM
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| **Qualifications and experience you’ll need:** |  | **Skills & Behaviours you’ll have:** |
| **Essential*** Minimum A-level standard or equivalent
 |  | **Essential*** Effective team manager
* Ability to think strategically and operationally
* Able to demonstrate initiative and creative thinking
* Strong communication skills with the ability to influence different audiences
* Striving for success, through results and professionalism
* Excellent customer handling skills
* High level of numeracy
* Ability to undertake numerous tasks within tight deadlines, providing a high level of attention to detail
* Toyota and Lexus product knowledge, with a focus on lifecycle status and timings
* An ability to use pragmatism, balance and consistency when dealing with Network partners.

**Desirable** * Understanding of Fleet Industry, Franchised Dealer Networks and Toyota systems
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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.