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| Attracting the best**Manager, Recall & Campaign** |
| We have a great opportunity for someone to join our Customer & Network Support Team as Recall and Campaign Manager. To be considered for this role, we’d love you to have product recall experience, knowledge of how a franchise network functions and a knowledge of warranty claiming, in either automotive or an unrelated industry. We’re happy to develop you in other areas if this would be a promotion for you or stretch you in areas if this would be a lateral move for you.**Recall & Campaign Specialist** – Whistle stop overviewThere’s only one role like this at TGB so you’ll be the expert in managing recall and campaign planning, launch and reporting activity for the UK & Malta. You’ll be the go to person leading the strategy, covering high value transactions within the network, you’ll build relationships with regulatory bodies, select and onboard external agencies to help achieve the mission. You’ll be able to take the technical information and turning into something that can be easily understood by the customer and reversing the process to create technical reports using customer and network insight alongside information gained from going to see something for yourself. The scope of this role is huge, just like the impact it has on the way we do business and the future products and services we provide. To support you in this capacity, you’ll have a direct report and a healthy budget.We love to go beyond! You’d be inheriting a great legacy from our current specialist, but you’ll be encouraged and supported by your manager and the wider team to go beyond, using new thinking and technology to do things even better – Especially if this means an even better experience for our customer. You’ll be encouraged to go and see for yourself, putting yourself in the shoes of the customer and also raising your own profile by representing yourself and your team in a professional capacity, bother internally, in the wider world of Toyota and the automotive industry.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 annually reviewed, externally benchmarked salary and bonus scheme that puts smiles on the faces of people that work here:* Our hybrid working policy, means you’ll split your time working from home and at our state-of-the-art Eco Campus
* On site subsided Café & Restaurant, gym & in-house Wellbeing Ambassador, all set within RHS Kew & the Surrey Wildlife curated landscaped gardens
* Access to attractive car schemes for you (& your family) for Toyota & Lexus cars
* 25 days annual leave (+ bank holidays), which increases with length of service
* Defined contribution pension scheme + the option to add Additional Voluntary Contributions
* Private Medical Insurance for you & your immediate family fully funded by TGB
* Death in Service at 10 x base salary & Income Protection
* Optional company funded health related benefits, including Dental Insurance HealthCare Cash Plan, Employee Assistance Program (EAP) & Flu Jabs – all at no cost to you.
* Extended flexible benefits package including; cycle-to-work scheme, eye tests, holiday trading and Sports & Social Club (accessing annual ski trips, football tournaments, arts & crafts, discounted tickets to events & shows plus a whole lot more!)
* Annual £150 Personal development allowance to learn new skills alongside an extensive Learning and Development offering.
* Long service recognition awards
* 2 volunteering days per year and various Corporate & Social Responsibility initiatives.
* Regular 121s with your manager, a personal development plan reviewed quarterly with a range of training & support (as per the TGB Management Deal**)**

*.***You want in?**To be considered for this role, you’ll need to have:* Accuracy and reliability with a fantastic attention to detail
* Excellent Microsoft skills in word, excel, powerpoint and BI
* Logical thinker with willingness to question & challenge existing practices
* Strong data analysis skills
* Excellent communication skills
* Organisational skills – ability to manage own time and deliverables
* Clear approach to task evaluation
* Problem solving expertise
* 6Cs behaviours and Outward Mindset
* Willingness to travel occasionally to carry out Centre visits
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| A black and purple sign with text  Description automatically generated | **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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| **Manager, Recall & Campaign** |
| **Role in a nutshell:** Manage Safety Recall and Campaign planning, launch and reporting activity for the UK & Malta |
| **Reporting to** | Senior Manager, Network Support | **Department** | Network Support | **Grade** | 3 | **Location** | Burgh Heath | **Direct Reports** | 1 |
| **C&NS Purpose:** In line with our wider business ambition to do business the way customers love, C&NS provides support to customers and our dealer network. This includes supporting & providing world class warranty support, audit controls & associated technical services to the network. |
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| **What you’ll be doing:** |  | **Experience you’ll gain:** |
| * This business critical role is responsible for the management of, the planning, preparation and launch activity for all campaign activity – safety, non safety, customer satisfaction campaign and pre-delivery corrections and will also be responsible for setting up all local campaigns
* Regulatory Compliance - An important element of the role is to notify and agree actions with the DVSA and report completion rates in line with the Code of Practice. There is also a requirement to respond to Regulation 9 Letters (OEM Risk assessment) from the DVSA as well as managing all enquiries and responses between TGB and the DVSA Market Surveillance Unit. You will be the lead contact for all DVSA matters.
* There is a requirement for a strong level of specialist technical knowledge to both interpret campaign instructions and respond to DVSA.
* The role will require you to manage our incumbent recall provider (currently ZipDM) and this will include management of the recall budget (currently £1.2m). You will also be responsible for the selection and appointment of our supplier going forward.
* The role is closely aligned with warranty function as you will hold the responsibility for campaign claim monitoring (c£21m) and activating audit activity as required.
* This role requires an entrepreneurial mindset when it comes to driving customer completions and journey mapping. It will require you to come up with novel solutions and work these into business plans that can be bought to life with the aim of meeting our completion targets.
* You will need to manage and collaborate with a large number of stakeholders across TGB to explore the “art of the possible” particularly VC, Net Ops, Lexus and Marketing teams.
* The development and maintenance of strong relationships with TME/TMC to align central policy with market requirements and gain clarification of policy and procedure when required to ensure onward communication is clear.
* Ensure the department communicates effectively with other departmental managers and field team is key to maximise engagement levels within the network.
* There is a requirement to work closely with TMUK/BRC to ensure all vehicles handled at Burnaston or other UK hubs have all outstanding campaigns completed.
* All relevant systems (e.g. CWS, Compass, TechDoc) need to be updated in a timely manner with technical instructions, warranty bulletins & VIN lists.
* Ongoing monitoring of parts availability for campaigns as well as forecasting parts demand requirements is required.
* There is some bulk claiming on CWS for costs relating to car rental, fuel and C&Ds.
* Robust reporting and analysis are a central requirement of the role
* Ensure the warranty system is correctly maintained with up-to-date warranty rates.
* Liaison with Product Quality and Warranty teams to identify trends or variances.
* Development and maintenance of standardized operating processes for all activities conducted by the warranty team.
* There is significant ongoing liaison with TGB systems to ensure systems, data flows & appropriate controls are always maintained.
* Creating and publishing campaign newsletters
* Training new Centre startups. Input into Academy training course content.
 | * Expert operational knowledge of CWS, Prior Approval system, Compass & SOURCE
* Knowledge and awareness of TME/TMC compliance conditions covering SAWA, TEC, Used vehicle products.
* Close interaction with TME and other Toyota entities will provide plenty of networking opportunities and contact with senior management and field teams.
* Company-wide exposure with projects such as Hilux Frame Replacement campaign
* Close contact with network partners.
* Direct involvement with industry bodies such as the SMMT and authorities like the DVSA
* Budget setting and cost control.
* Management of external suppliers & the tender and selection process
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|  | **How we’ll support you:** |
|  | * TGB & C&NS Management will:
	+ Share clear KPIS and task briefing
	+ Provide daily updates of information, quarterly and annual reviews
	+ Support your understanding of the Toyota Way and 6C values and competencies
	+ Provide a personalised development plan
	+ Training as required for the role
* Support for essential decision making & budget support:
	+ Management of suppliers
	+ Audit investigations
	+ Systems development
	+ Goodwill
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| **How you could stretch this role:** |  | **What you’ll get to own:** |
| * Seek out innovative approaches to campaign fulfilment.
* Improve DMS & OLSB integration.
* Analyse completion rates across various channels and identify opportunities to increase completion e.g. fleet
* Develop network facing campaign reporting.
* Shape future deployment and reporting of OTA updates.
* Review, revise and automate the PDC process
* Actively find new ways to communicate outstanding campaigns to a customer and assist with App development and feed to MOT system
 |  | * Improving campaign completion rates.
* The TGB relationship with the DVSA & SMMT
* Full responsibility for recall & campaign reporting (DVSA/TME/network facing & at NMSC level inc goodwill spend)
* Budget responsibility (£1.2M supplier spend)
* Raising purchase orders and invoice verification
* Reclaiming of recall and campaign costs from TMC
* Selection and management of the 3rd party fulfilment agency
* Planning the fulfilment strategy
* Monitoring and initiating audit activity (£21m campaign claims & Hilux activity)
* Implementation of process enhancements
* Management of 3rd party work contracted to complete specific campaigns
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| **Qualifications and experience you’ll need:** |  | **Skills & Behaviours you’ll have:** |
| **Essential*** Automotive industry background
* Direct experience of recall & campaign management
* Knowledge of franchise network operations and dealer systems
* Direct experience of warranty policy, procedures & controls

**Desirable** * Operational knowledge of CWS, Prior Approval & Compass systems
* Project Management qualification
* Technical qualification
 |  | **Essential*** Accuracy and reliability with a fantastic attention to detail
* Excellent Microsoft skills in word, excel, powerpoint and BI
* Logical thinker with willingness to question & challenge existing practices
* Strong data analysis skills
* Excellent communication skills
* Organisational skills – ability to manage own time and deliverables
* Clear approach to task evaluation
* Problem solving expertise
* 6Cs behaviours and Outward Mindset
* Willingness to travel occasionally to carry out Centre visits
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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.