

# TPS National Performance Manager

## Basic Job Information

<b>Job Title</b>	TPS National Performance Manager
<b>Brand/Function</b>	One Aftersales
<b>Department</b>	Aftersales Parts Operations
<b>Job Grade</b>	F/F
<b>Location</b>	Blakelands
<b>Role Reports to</b>	Head of Parts Operations
<b>Direct Reports</b>	5
<b>Budget Accountability</b>	Yes – agreed annually with Director

## Job Purpose

Reporting to the Head of Group Parts Operations the National Performance Manager is responsible for delivering the budgeted TPS sales result through 4 RPM's and 1+ National Account Manager . You will be expected to implement all strategic and tactical activities across the TPS network and ensure performance delivery is maximised in all regions and National Account customers through both Mechanical and Accident sales channels

## Key Areas of Responsibility

- Delivery of TPS Turnover & Profit objective.
- Delivery of TPS National Account objective.
- Delivery of budgeted sales results from all TPS Growth Programmes.
- Delivery of budgeted sales results from all TPS Marketing activity.
- Agreement of a monthly performance commitment and supporting plan (BIP) with each TPS Centre..
- Rigorous performance management of Regional Performance Managers, National Account Manager and TPS Centre Managers on a daily, weekly and monthly basis.
- Driving additional performance from TPS Centres that are not achieving their Business Improvement Plan objectives.
- Implementation and management of a network wide Performance Management culture.
- Close collaboration with TPS investors and Heads of Business to ensure partnership is optimised by driving centre performance together
- Bringing new ideas and operational practices to an established business.
- Managing a network which is Agency structured and does not directly report to the TPS business.

## Compliance Responsibility

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## Working Relationships

- External suppliers – Credit control, Marketing agency, Vison, Vison
- TPS National Account Manager
- Regional Performance Managers
- TPS First Line Management
- TPS Marketing
- TPS Finance & BC's
- GPO Financial Controller
- TPS Investors
- TPS Centres – HoB's, Managers & FLM
- Head of Parts Operations
- One Aftersales Director

## Skills

- Strong team leadership to motivate but also drive performance of individuals and businesses
- The ability to build, maintain and develop excellent customer relationships.
- The ability to stimulate change in businesses (mind-sets and processes) to deliver growth and sustainability
- Able and comfortable analysing detailed statistical, numerical and financial data
- Great communicator
- Well organised and able to prioritise

## Experience

- Track record of consistently managing operational performance and achieving great results

## Qualifications

## Career Pathways

- Vertical – HoB role
- Horizontal – Brand Region/National role, or TPS Operational Manager

## Version Control

Date	Version No.	Reviewed by	Comments/Action
From 2021 onwards document version control is controlled via SharePoint, the latest version of this document will be held on Life Online and therefore this document is uncontrolled if printed.			