

Job Description

Basic Job Information

Job Title	Area Aftersales Manager
Brand/Function	Audi
Department	Aftersales
Job Grade	D/D2
Location	Field Force
Role Reports to	National Aftersales Manager
Direct Reports	0
Budget Accountability	No

Job Purpose

The Area Aftersales Managers are responsible for managing the operational engagement and performance of all Investors within their portfolio, by engaging at a senior level within the Investor structure, namely Investors, or Brand/Aftersales Director.

Key Areas of Responsibility

- Network Investor Management – to be the primary point of contact for Investors, Aftersales/Brand Directors, ensuring that effective communication channels are maintained to maximise on investor focus and minimise risk of network and brand strategies being mis-aligned or mis-interpreted.
- Investor Performance – to develop and leverage relationships within each Investor to ensure that performance objectives are achieved. You will be responsible identifying opportunities that can be capitalised upon within each Investor. The purpose of the role is to achieve the targets set out across a variety of metrics. Metrics include but are not limited to; parts, oil, tyres and accessories purchases, customer loyalty, Service Plan sales, customer satisfaction, workshop quality (STLI, warranty audits), brand standards. Where performance is <100% then robust operational actions are implemented to support turnaround.
- Network compliance to brand standards and quality management - to ensure that all Centres maintain compliance to brand operational and franchise standards relating to the Dealer Agreements. Where non-compliance is identified then effective remedial actions are implemented and recorded in line with brand or group policies. This includes achieving and maintaining quality management compliance.
- Implementation and utilisation of "retail core process" - to include those mandated by the brand / group along with recognised industry best practice in pursuit of the highest levels of efficiency with the lowest levels of error / failure.
- Retailer L&D – to ensure that the Key Account Managers are engaging with all retailers in delivery of a continual improvement culture. This will include the review and analysis of retailer training plans in line with brand prospectus and business needs and providing feedback to the brand where the prospectus requires adaptation for the current network needs.
- Task ownership and responsibility for operational matters relating to the traditional business model whilst also having an active involvement in business transformation projects and workstreams.
- Support and take an active role in the establishment of the new processes, technology, ways of working, rules of engagement and business needs relating to business transformation projects

Compliance Responsibility

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Working Relationships

- Internal - National Aftersales Manager, Other Area Aftersales Managers, Area Sales Managers, Aftersales Head Office Team (Brand and One Aftersales)
- External - Network Investors/owners, Investor Brand Directors and Aftersales Directors, Audi Centre Heads of Business, Audi Centre Service/Aftersales Manager, Audi Centre Service Advisors

Skills

- An ability to effectively engage and communicate with a diverse range of stakeholders within the retailer businesses and brand, in a variety of business settings
- Strong analytical and presentation skills, using data to make compelling reasons for change
- High level of attention to detail, accuracy of work and highly professional approach
- Ability to influence at a senior level
- A thorough understanding of the core processes necessary to deliver retailer excellence
- A practical level of business financial awareness, sufficient to provide valued input and insight at a retailer operational level whilst at the same time recognising areas of risk and opportunity for the retailer or brand
- Accurate numeracy, literacy and technological skills commensurate with the evolving demands of the role

Experience

- Working in a fast paced, dynamic environment where multiple priorities need to be balanced
- Working in commercial role where you have been directly involved in influencing business decisions

Qualifications

- Equivalent to A level GCSE Grades

Career Pathways

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Version Control

Date	Version No.	Reviewed by	Comments/Action
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