

Staff Sales and Remarketing Executive

Basic Job Information

Job Title	Staff Sales and Remarketing Executive
Brand/Function	Group Finance, Legal, Procurement & Vehicle Operations
Department	Group Vehicle Operations
Job Grade	B / B1
Location	Blakelands
Role Reports to	Brand Remarketing Manager
Direct Reports	0
Budget Accountability	Yes – Agreed annually with director

Job Purpose

- Alongside 2 other Group Remarketing Administrators the role has primary responsibility for managing the staff purchase scheme from point of enquiry to delivery, in conjunction with our Remarketing supplier, vehicle preparation and vehicle logistics.
- Continue the development and improvement of the staff sales scheme, systems development and sister company engagement.
- Shared responsibility for all admin duties including the invoicing of c.40k wholesale used cars, maintaining VWG cash-flow amounting to c.£650m annually.
- Handle all associated network enquiries within a very rigid governance environment which requires speed and accuracy.

Key Areas of Responsibility

- Manage incoming staff sales enquiries from point of customer contact through to delivery for c.150 vehicles per annum worth c.£2mm in VWG cash-flow. To achieve this act as main point of liaison with employees to identify the correct vehicle and support them through the process. Liaise with defleet agent in the preparation and delivery of the car and coordinate the handover at the required location.
- Work with supplier and business stakeholders to continue to develop the staff sales scheme including 'shop window' online systems development and sister company engagement with the scheme.
- Continue to review the future opportunity for VWFS staff purchase funding options.
- Shared responsibility for the invoicing of c.40k wholesale used cars, maintaining VWG cash-flow amounting to £650m annually.
- In the case of physical auction, ensure all vehicles are processed to the selected auction supplier and post auction all vehicles are invoiced correctly.
- In liaison with Group fleet manage ad-hoc invoicing for blue light team (used car sales) and demo vehicle sales across all brands. Expected volume c.100 units / £1.5m cash flow per annum.
- Manage all CSC goodwill buybacks through the auction process amounting to approximately 50 cars, maximise financial return in conjunction with Brand Remarketing Managers to offset CSC costs.
- Manage the process and reporting of SOR / guaranteed buyback when in operation.
- Provide cover for all other administration team duties, including but not exclusive to: claims administration, staff sales, goodwill exchange; invoicing (c.40k units per annum); raising vehicle

movement requests; stock reconciliation; set up of new dealer accounts in UCMS; admin inbox; and network / supplier liaison to cover departmental holiday, absence and peak periods.

- Ensure customer satisfaction is maintained and response timescales are maintained in line with KPI in all aspects of team administration.

Compliance Responsibility

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Working Relationships

- Cross business interaction at all levels regarding staff sales ensuring that excellent customer service is offered, from Director level to admin.
- Daily interaction with all of the Group Remarketing team either online virtually or in face to face meetings.
- Occasional interaction with cross department GVO stakeholders.
- As required interaction with VWG's remarketing supplier in all matters relating to the administration of wholesale sales.

Skills

- Strong organisation skills
- Customer focused
- High attention to detail
- Ability to work under pressure and prioritise
- High numerate and data literate
- Ability to communicate effectively at all levels with internal and external stakeholders
- Team Focused
- Flexible attitude with the ability to multi task

Experience

- Good understanding and competent in the use of Microsoft Packages
- Previous administrative experience

Qualifications

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Career Pathways

- This is an ideal role for anyone wanting to learn more about used cars, develop their relationship management and network facing skills and take on responsibilities within a fast paced and highly commercial part of the organisation.
- From this role there is the opportunity for both sideways and upwards movement across the business many of the foundation skills and behaviours required at grade levels equal to and above this role. Supply optimisation roles

Version Control

Date	Version No.	Reviewed by	Comments/Action
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