

Regional Performance Manager

Basic Job Information

Job Title	Regional Performance Manager
Brand/Function	One Aftersales
Department	Aftersales Parts Sales Operations
Job Grade	D/D2
Location	Field Based
Role Reports to	National Performance Manager
Direct Reports	0
Budget Accountability	No

Job Purpose

As Regional Sales Manager, it will be your role to deliver the budgeted TPS sales and profit result through the tactical and strategic leadership of the TPS centres in your region.

Working with subject matter experts to ensure your TPS Centres are;

- compliant to TPS processes and procedures
- appropriately resourced with trained and engaged team members
- offering the highest levels of customer service through stocking, telephony, delivery and issue resolution
- identifying best practice and sharing to drive performance and business efficiency

You will also be expected to implement all strategic and tactical activities with the region and to work with the TPS National Sales Manager and National Account Managers to ensure performance delivery is maximised in your region.

Key Areas of Responsibility

- Delivery of regional TPS Turnover objective.
- Delivery of regional TPS profit objective
- Delivery of budgeted sales results from all TPS Growth Programmes.
- Delivery of budgeted sales results from all TPS Marketing activity.
- Agreement and review of a monthly performance commitment and supporting action plan with each TPS Centre.
- Successful implementation and management of the TPS growth initiatives and programmes.
- Utilising all reporting and available sources of information to performance manage all aspects of the TPS Centre and its staff on a daily, weekly and monthly basis, agreeing actions for improvement where required.
- Bringing new ideas and operational practices to an established business.
- Influencing a step change in network culture around people management.
- Compliantly managing a network which is Agency structured and does not directly report to Volkswagen Group UK Ltd

Compliance Responsibility

--

Working Relationships

--

Skills

- | |
|---|
| <ul style="list-style-type: none">• The ability to stimulate change in businesses (mind-sets and processes) to deliver growth and sustainability• Great communicator• Calm, credible and dependable• Well organised and able to prioritise• Track record of consistently managing operational performance and achieving great results |
|---|

Experience

--

Qualifications

--

Career Pathways

--

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 the intranet and therefore this document is uncontrolled if printed.			