

Reporting Manager

Basic Job Information

Job Title	Reporting Manager
Brand/Function	One Aftersales
Department	Aftersales Intelligence
Job Grade	D/D1
Location	Blakelands
Role Reports to	Reporting and Insight Manager
Direct Reports	0
Budget Accountability	No

Job Purpose

Responsible for the delivery of reporting into Aftersales performance across all required metrics to the One Aftersales function including Retailer level to support the Investor Managers, the Factories and other stakeholder across Volkswagen Group UK in line with their needs as agreed.

Key Areas of Responsibility

- Provide regular Aftersales reporting to stakeholders to enable them to perform their roles.
- Stakeholders including but not limited to One Aftersales Field Force, One Aftersales Development, One Aftersales Experience, Retailers, Factories (departments TBD), Volkswagen Group UK BOM, Sales other Volkswagen Group UK Stakeholders.
- Metrics including but not limited to parts, oil, tyres, accessories sales, loyalty product performance, customer retention and customer satisfaction.
- Conduct regular reviews and gain feedback from users to ensure that needs are met and that reports that are no longer used are stopped.
- Task ownership and responsibility for operational matters
- 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

Working Relationships

- One Aftersales Field Force
- One Aftersales Development
- One Aftersales Experience
- Retailers
- Factories (departments TBD)

Skills

- Ability to work to tight deadlines whilst managing conflicting demands and priorities.
- Excellent attention to detail and analytical skills
- Strong Excel skills
- High degree of commercial awareness and acumen, demonstrating a good understanding of the Aftersales business.
- Ability to be flexible and adaptable in approach
- Ability to find creative solutions to complex issues

Experience

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Qualifications

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Career Pathways

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Version Control

Date	Version No.	Reviewed by	Comments/Action
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