

# Commercial & Technical Business Support Manager

## Basic Job Information

<b>Job Title</b>	Commercial & Technical Business Support Manager
<b>Brand/Function</b>	Group Commercial Services
<b>Department</b>	Retailer Learning Services
<b>Job Grade</b>	C1
<b>Location</b>	Wymbush
<b>Role Reports to</b>	Network People Business Partner
<b>Direct Reports</b>	0
<b>Budget Accountability</b>	None

## Job Purpose

In this exciting role you will be responsible for supporting the Network People Business Partner in ensuring the customer journey for our Network and its delegates as they complete their learning requirements is a seamless experience, driving maximum training uptake and engagement to guarantee that we meet our annual training and business operations targets. You will guide and encourage teams within our supplier base and across the business to reduce complexity and ensure that our interactions with both the Network and our Brands is simple but effective in driving engaged learners who are accredited to high standards.

Responsible for the network people development of the brand. Establish targets and brand standards for network people metrics.

- Ensure successful qualifications are according to budget, forecast and network standards and deviations explained. Responsible for upskilling the network in new products and services.
- Ensure the network are fully informed and engaged in developing and retaining their people. Act as key point of contact for brand factories, internal teams and networks

## Key Areas of Responsibility

- Support the Network People Business Partner in all activity relating to annual planning round and budget/levy processes, including development of supporting rationale and analysis that supports decision making.
- Support the Network People Business Partner in ensuring financial spend and people metrics are according to budget/forecast and deviations explained, developing appropriate insight where suitable.
- Responsible for working with key stakeholders, to identify, analyse and quantify business requirements necessitating in training interventions
- Work with the performance and planning team to drive network communication, demand and fulfilment of brand training and ensure completion of any prevailing compliance training.

- Identify opportunities to improve people development in the network, along with process improvement opportunities that reduce complexity or deliver efficiencies in the operations across the NLC.
- Support on quarterly reviews between Brand and Learning Services to provide a comprehensive update on people development matters and any arising actions.
- Co-ordinate with Commercial, Technical & Apprentice Training teams to ensure that training materials developed are appropriately communicated to the Network to drive engagement.
- Act as the 'voice of the customer' to ensure that any training developed is suitable for Network consumption and balanced with commercial needs of the business in terms of prioritisation and efficiency.
- Work with the Commercial, Technical & Apprentice Training teams to develop and implement business improvement initiatives, in addition to supporting key change initiatives (e.g. NADIN), with a focus on the customer journey for the delegate to support speed to competence for the Network.
- Work with the Commercial, Technical & Apprentice Training teams to ensure key stories, initiatives and benefits are surfaced to the Network to champion the activity of the NLC and continue to drive engagement with our learning.

### Compliance Responsibility

### Working Relationships

In this role you will support the Network People Business Partner, which will lead to a number of working relationships across the business inclusive of our network, Global Factories, suppliers, RLS and VWG UK HQ colleagues, including but not limited to:

- Investor Development Manager & Team
- Retailer Learning Services Management & Wider RLS Team
- One Aftersales & Brand Teams
- Brand Field Teams
- Training contract teams (management team, project managers, designers)
- Brand factory training teams
- Group Commercial Services departments
- Network contacts to include Investors, HRD's, Brand Directors

### Skills

- Excellent commercial awareness
- Excellent presentation skills
- Strong numerical and analytical skills including the ability to derive insights from data to position compelling storytelling
- Influencing and negotiating skills with internal and network stakeholders
- Good communication and stakeholder management skills
- High accuracy / attention to detail
- Self-motivated with drive and tenacity to succeed
- Strong problem-solving skills and project management experience

### Experience

- Demonstrate understanding of the commercial business objectives

- Ability to demonstrate customer orientation alongside balancing with commercial requirements
- Experience of multiple stakeholder management
- Experience of the automotive industry desirable but not mandatory

#### Qualifications

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#### Career Pathways

- Other Retailer Learning Services roles
- Group Commercial Services department roles
- Brand department roles

#### 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.			