

JOB DESCRIPTION

Job title: After sales and operations manager

Department: Motorsport sales

Reporting to: Senior sales manager

Direct reports: Team of sales parts co-ordinators

Location: Banbury

Key responsibilities:

Implement marketing strategy for each product line in Motorsport sales portfolio

- Co-ordinate with corporate marketing to ensure adherence to Prodrive brand throughout
- Ensure each activity is complemented by a coherent marketing plan
- Develop new strategies as the portfolio evolves
- Maintain marketing costs below yearly budget

Establish a detailed stock policy that delivers a high level of customer service whilst tracking our yearly stock budget

- Report on monthly stock situation
- Identify key differences between product lines and create individual policies to suit
- Create a forecasting system that tracks demand peaks and follows decline in requirements
- Co-ordinate with all supply chain areas to ensure our stock targets are achievable and delivered
- Develop existing strategies for reducing unsupported stocks with a clear policy that is both workable and can be marketed to the customer base

Maintain the infrastructure that delivers the after-sales service to our customer base

- Liaise with engineering resource to ensure all technical information is correctly documented
- Ensure after sales tools are developed and delivered accordingly to service the customers effectively
 - Catalogues
 - Website development and maintenance
 - Car handover book
 - Technical literature
 - Special offers

- Review and develop our customer service team with a view to improve our service wherever possible

Develop existing pricing policy for our product lines to ensure we remain competitive and deliver expected margin

- Identify key areas to improve
- Market our competitive advantages
- Co-ordinate with sales team to deliver the best solutions for each area
- Ensure contribution can be achieved through our retail pricing

Review purchasing policies and develop the ongoing buying strategy

- Agree on batch buying for drawn parts
- Review STI ordering to reduce expenditure and stock holding whilst improving the availability of the right stock
- Work on policies for proprietary parts
- Improve our delivery times wherever possible through better forecasting and improved processes

Monitor expenditure on after-sales and operation and ensure budgets are adhered to

- Freight inbound and outbound
- Warranty
- Goodwill
- Small tools
- Website maintenance, hosting and development

Co-ordinate all activity regarding the legal contracts drawn and implemented for our WRC customers

- Liaise with legal team
- Keep records of contract status
- Plan phase out and solutions for older models

Liaise with supply chain to ensure Motorsport sales objectives, business requirements and forecasted plans are understood and catered for

- Agree stocking with DC and resolve ongoing issues
- Forecast business with manufacturing areas and resolve capacity issues as they arise
- Improve communication and processes wherever possible

Manage team effectively and ensure we deliver the right service level to our customers both internally and externally

- Ongoing performance reviews
- Feedback with internal customers to review issues and work on solutions
- Meet with external clients to determine our perceived service levels in the market place and help account management address any issues

	Essential / Desirable
Knowledge / experience <ul style="list-style-type: none"> • Previous experience in a similar role • Parts knowledge 	Essential Essential
Specific job skills / abilities <ul style="list-style-type: none"> • Highly computer literate • Good grasp of finances 	Essential Essential
Interpersonal skills <ul style="list-style-type: none"> • Effective team worker • Flexible attitude in carrying out different types of work • Self-motivated • Communication skills • Excellent attention to detail 	Essential Essential Essential Essential Essential
Management skills <ul style="list-style-type: none"> • Motivating teams • Recruitment and development • Leadership skills 	Essential Essential Essential
Values Can do Must possess a positive attitude and display the ability to identify alternative solutions to problems Relentless In exceeding customer expectations and continually exceeding goals Rigorous A commitment to achieving the best solutions Creativity Endeavour to find new ways of doing things and learn from past experiences	Essential
Terms and conditions 25 days holiday, life assurance three times salary, free fitness assessments and advice from our 'Fit 4 Life team', free financial advice through an independent financial advisor, opportunity to join a group personal pension, childcare vouchers and company discounts eg motorsport merchandise.	