

One Toyota Fleet, Assistant

Role in a nutshell: In this role, you will play a crucial part in supporting our Toyota Fleet Operations, Fleet Accounts, Fleet Hub and Field Team to optimise Toyota and Lexus sales leads into our business, helping our Dealer Network to deliver vehicles to Fleet customers and provide a high level of service to our customers

Reporting to:	Senior Manager, Fleet Sales Support and CEX	Department	One Toyota Fleet	Grade	6	Location	Burgh Heath	Direct Reports	0
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A bit about Department:

What you'll be doing:
<p>Work closely with the Fleet Team to provide operational and project support to help TGB achieve its commercial goals, this includes:</p> <ul style="list-style-type: none"> • Coordinate month end activities aimed at delivering the sales target, including gathering information to compile the weekly sales forecast and identifying Network Partners with order progression 'hot spots' • Coordinate Network communications to ensure timely and relevant information is issued to Business Centres and the Business Centre Admin community • Produce reporting and present data to help Fleet to minimize aged stock and minimize risk from end of series vehicles • Assist the Fleet Hub with lead management, including chasing dealers and the Fleet Field Team for responses • Attend experiential and industry events, including speaking to customers and prospects presenting product information • Assist the Fleet Accounts and Localisation Teams with order progression to ensure SLAs are met by the Network • Manage the Government EV grant process, ensuring TGB dept risk is minimized • Manage recharges to the Centre Network (SLA failures, unjustified escalations) • Assist with the implementation of new forms of Network comms (WhatsApp, Live Chat) <p>Plan and run your own project as part of the PDCA (Plan, Do, Check, Act) initiative completed by all students.</p>

Experience you'll gain:
<ul style="list-style-type: none"> • Face to face discussions with Toyota and Lexus customers and prospects • Regular collaboration with multiple business stakeholders across Toyota GB and the Network. • Understanding the fleet market, customer types and their needs • Understanding of the national automotive market and impact of external factors on TGB performance. • An opportunity to influence the activities of the wider fleet team through communication and collaboration. • Exposure to projects in Fleet and across TGB

How we'll support you:
<ul style="list-style-type: none"> • Provide you with relevant work experience to support your personal development and achieve your academic qualifications. • Coaching and technical training as required to complete the role • Regular 1-2-1's to support you within your role and your personal development within your placement.

How you could stretch this role:

- Analysing data to make recommendations which will improve a task or function – looking outside of the automotive industry where relevant.
- Identify and recommend areas of improvement for efficiency; creating revised standard operating procedures to ensure business sustainability.
- Proactively identify improvement opportunities to ensure efficiency both within the Fleet team and between teams in the wider Toyota GB & Lexus UK divisions
- Understand the voice of the customer and Dealer, making recommendations for a change of approach if required
- Demonstrate curious mindset, spending time with Dealers, the Field Team, customers and the wider Fleet Team

What you'll get to own:

- Operational responsibility for dealer SLA achievement
- Communications on order progression with the Network, our Broker Partners and Lease Companies
- Aged stock and end of series vehicle management
- Lead management - helping ensure timely customer communications
- Reporting to provide business insights and recommendations for action with freedom to innovate these reports based on insight and feedback.
- License to challenge & look for opportunities for projects
- The opportunity to create flow and improvements within our processes

Qualifications and experience you'll need:

Essential:

- Working towards a business-related undergraduate degree.

Desirable:

- Work experience where you have worked in a collaborative environment to jointly achieve a goal

Skills & Behaviours you'll have:

Essential:

- Excellent numeracy, literacy and communication skills; high attention to detail; and be able to demonstrate initiative and a willingness to contribute and learn as part of a team.

Desirable:

- Excel, Word, PowerPoint skills, Teams, Power BI
- Ability and willing to travel to nationwide departmental and regional meetings.
- Customer first approach
- Organisational, communication and personal time management skills.
- Analytical skills & ability to interpret data to spot trends and make recommendations
- Proactively finds ways to improve efficiency in tasks

In line with our Talent Enablement culture, we will give you ownership and encourage you to deliver outcomes that lie outside of the remit of this Job Profile. We do this to give you extra experience, to stretch and develop you within your role, enabling you to be the best you can be.