

Job Description: Warranty Team Leader (MC556)



Department: Warranty

Job role overview:

Warranty Team Leader within the Central Warranty Team.

The Warranty Team Leader is responsible for the team of Warranty Coordinators and Administrator who provide technical and warranty support for the Triumph global subsidiary and distributor network to ensure accurate and timely resolution of customer warranty concerns. The team also investigates and defines emerging warranty concerns for escalation to the relevant internal Quality & Design teams. The team leader will lead, motivate and manage the team in their responsibilities as well as take on a workload of these tasks as required.

The role also covers management of the Triumph warranty systems to ensure they are operating as expected and that they are updated to support new models as required. The Team Leader will also manage development of the warranty systems and liaise with the internal IT team and external providers to define and implement new features.

Report to: Head of Warranty

Location: Triumph Factory 2, Hinckley

Duties and Responsibilities:

- The Warranty Team Leader duties revolve around responsibility for the warranty team providing warranty and technical support to our international subsidiary and distributor partners.
- Lead, motivate and manage the team to meet performance targets and deadlines, including annual performance appraisals.
- Provide warranty and technical support to Overseas Distributor and Subsidiary Warranty & Technical Contacts.
- Investigation and definition of warranty defects for handover to Quality and Design teams.
- Liaison with Quality and Design teams, including the provision of data, information, and warranty return parts.
- Train and onboard new team members.
- Operation, maintenance, and development of the Warranty Claim system.
- Drafting, checking, and distributing Technical Publications.
- Produce and maintain warranty policy and procedure documentation.
- Other tasks:
 - Provide phone cover for overseas customer enquiries.
 - Reply to customer enquiries.
 - Provide warranty reporting services (AS400).
 - Maintain the Warranty Claim system (AS400).
 - Process incoming warranty claims (AS400).
 - Manage the return of warranty parts from global markets to Hinckley.
 - Occasional national and international travel will be required.
 - To undertake and assist with projects as required by your Manager.
 - Any other ad-hoc duties as required by your Manager.

Person Specification: Warranty Team Leader (MC556)



	Essential	Desirable
Qualifications and Attainments	Maths and English GCSE grade C or above.	
Professional Experience and Skills	<p>Good knowledge of motorcycle mechanical, electronic fuel injection and electrical systems.</p> <p>Full motorcycle driving licence.</p> <p>Motorcycle or automotive technician, or automotive technical support experience</p> <p>Strong verbal and written communication skills.</p> <p>Confident user of Microsoft applications including Word, Excel, Dynamics 365 and Outlook email, calendar and task setting.</p> <p>Ability to work with data, analyse and summarise</p> <p>Leadership experience</p> <p>Proficient in Microsoft Packages including Excel, Word and Outlook.</p>	<p>Experience of problem definition, 8D, Lean Six Sigma etc.</p> <p>Previous experience of working within an automotive /manufacturing environment.</p>
Personality and Motivation	Self-motivated and resilient. Flexible and adaptable. Able to take instruction and work under pressure. Excellent communication skills, clear and concise written and verbal skills	
Appearance and Characteristics Circumstances	Well presented.	