

Job Description: Field Aftersales Manager (MC561) Permanent



Department: Triumph GB Subsidiary – Aftersales

Job role overview: Field Aftersales Manager

Report to: TBC

Location: Triumph GB Subsidiary Office - Unit A, Harrowbrook Road, Hinckley, LE10 3DJ (Field Based)

Duties and Responsibilities:

Working as part of the TGB Commercial Aftersales Team the role is primarily responsible for developing the national UK dealer network aftersales capability, delivering growth in genuine parts and lubricants sales, service retention and competitive parts buying loyalty, as well as driving the adoption and performance of the wider Total Care service programmes including Triumph Service Plans, Factory Extended warranty, Online Service Booking, Service Value Chain

Additional responsibilities include driving the dealer staff participation in commercial and technical aftersales training, managing the UK Technician apprenticeship programme via our dedicated partner and providing Technical liaison and support between the Technical Aftersales department dealers as required.

The ideal candidate will be self-motivated, driven and be comfortable working with minimum supervision while completing work to an extremely high standard.

Key Responsibilities

- **Dealer aftersales performance** – Develop the aftersales capability of the UK dealer network to support the achievement of UK aftersales goals
- **Parts performance** - Responsible for achievement of TGB budget
- **Competitive service parts** – Responsible for TGB subsidiary performance, dealer buying loyalty and minimum inventory compliance
- **Triumph performance lubricants** - Monitor and maintain dealer retail stand replenishment, develop dealer workshop bulk adoption
- **Service retention / loyalty** – maximise dealer service recording and seek to improve performance of low retention dealers
- **Aftersales training management** - ownership of UK Technical and Commercial aftersales training programme inclusive of tech training delivery where required
- **Apprentice programme management** – Recruitment of apprentices and partner management
- **Technical training development** – Collaborate with global and UK technical teams over development of technical training content, localise as required
- **Dealer aftersales training completion** – monitor and manage dealer attendance/participation and completion of academy modules
- **Supplier relationship management** – Bosch, Emac, Car Care Plan Fuchs
- **CSI Aftersales** – Develop NPS score of service & warranty CSI

- **Total Care Programme Support:** OLSB use & set up / Service Value Chain /Approved pre-owned /Menu pricing maintenance /Managing AIR parameters/ Monitoring DMS feed for AMP/ Factory Extended Warranty / AMP Maintenance

Key skills

- Excellent communication, motivation and relationship building skills
- Skills in man management and managing a team or dealer network
- A strategic thinker with proven problem-solving skills
- Enthusiastic leader with a passion for motorcycling
- Confident in working with data with strong analytical skills
- Personal organisation and time management.
- Team player

Person Specification: Field Aftersales Manager (MC561) Permanent



	Essential	Desirable
Qualifications and Attainments	Maths and English GCSE grade C or above.	Full category A motorcycle license Full UK Driving Licence
Professional Experience and Skills	Previous Motorcycle or automotive aftersales experience ideally within a field-based role Knowledge of dealer aftersales commercial operations and best practice Strong verbal and written communication skills Ability to work with data, analyse and summarise	Confident user of Microsoft applications including Word, Dynamics, Teams, Excel and Outlook email, calendar and task setting.
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. Be a team player and willing to go the extra mile	
Appearance and Characteristics	Well presented and professional in approach. Comfortable with all levels of communication with internal and external contacts	
Circumstances	Able to be flexible on working hours.	Able to work away from office location with regular overnight stays.