

Job Description: Commercial Aftersales Manager & Accessories Lead (MC566)



Department: Commercial Operations

Job role overview: Reporting to the Commercial Operations Director, Triumph Motorcycles is seeking an experienced, commercially focused, and performance-driven Manager of Commercial Aftersales & Accessories to lead and grow global revenue across parts, clothing, and accessories (PCA).

This strategic role combines sales leadership with operational delivery, ensuring commercial success while driving customer satisfaction and retention.

This individual will lead a global PCA team, aligning business objectives. A motorcyclist at heart with a passion for sales delivery, customisation and performance, the ideal candidate thrives in a results-focused environment and excels in cross-functional collaboration.

Report to: Commercial Operations Director

Location: Factory 2, Hinckley

Duties and Responsibilities:

Key Responsibilities:

- Lead and deliver Triumph's global parts, accessories, and clothing (PCA) sales objectives, ensuring sustainable and profitable growth.
- Drive the commercialisation and in-market execution of Triumph Performance Lubricants, securing key stakeholder buy-in and global alignment.
- Develop forward-thinking sales initiatives to increase dealer sell-through and customer engagement with PCA offerings.

Operational Execution & Forecasting

- Optimise forward order campaigns for PCA, ensuring effective planning, dealer engagement, and in-market delivery.
- Collaborate with product forecasting and supply chain teams to balance availability, manage inventory levels, and ensure execution of "Do Not Run Out" stock strategies.
- Support sell-out planning and management of ageing or slow-moving inventory across global regions.

Dealer Network Support & Retail Integration

- Ensure successful initial fill programmes for new bike launches, aligning accessory and clothing availability with retail timing.
- Support dealer sell-through strategies, delivering training, promotional tools, and incentives to maximise PCA performance.
- Oversee dealer PCA representation online and in-store, ensuring alignment with Triumph's brand, dealer and customer expectations.

Aftersales Marketing & Digital Engagement

- Collaborate with Marketing and CRM teams to deliver compelling aftersales campaigns, digital content.
- Enhance the online presence and digital representation of PCA products and services, driving customer engagement and conversion.

Team Leadership & Innovation

- Lead, coach, and develop the global PCA commercial team to deliver on KPIs, drive innovation, and foster a results-driven culture.
- Identify new business opportunities and customer trends to shape future PCA product strategy and commercial growth.

Person Specification: Commercial Aftersales Manager & Accessories Lead (MC566)



	Essential	Desirable
Qualifications and Attainments Professional Experience and Skills	Maths and English GCSE grade C or above.	
	<p>Commercial experience in aftersales, parts, or accessories within the motorcycle, automotive industries.</p> <p>Proven track record in driving revenue growth, margin improvement, and commercial team leadership.</p> <p>Strong analytical and forecasting skills, with a data-driven approach to decision-making.</p> <p>Deep understanding of retail and dealer environments, supply chain dynamics, and customer buying behaviour.</p> <p>Experience working cross-functionally with marketing, operations, and product development teams.</p> <p>Passionate motorcyclist with an appreciation for customisation, performance, and lifestyle brand values. Aligned to the core values of Triumph Motorcycles</p>	Previous experience of working within an automotive /manufacturing environment.
Personality and Motivation	<p>Sales-driven, commercially astute, and highly analytical.</p> <p>Innovative, customer-focused, and quality-conscious.</p> <p>Strong leadership presence with the ability to influence and align stakeholders.</p> <p>Passionate about the Triumph brand and the rider experience.</p> <p>A confident team leader who inspires others and thrives in a fast-paced, evolving environment.</p> <p>Excellent communicator, collaborator, and influencer at all levels of the business.</p>	Passionate motorcyclist with a strong alignment to Triumph's performance, heritage, and rider-centric values.
Appearance and Characteristics Circumstances	Well presented.	
	Able to be flexible on working hours.	