

Job Description: Dealer Development and Customer Experience Coordinator (MC568) Permanent



Department: Commercial Operations

Job role overview:

Reporting to the Head of Dealer Development within Commercial Operations, the Dealer Development and Customer Experience Coordinator will be a key part of the Dealer Development team supporting the performance management of our global Triumph World supplier network ensuring highest levels of service, quality and value are always maintained.

The successful candidate will engage with key stakeholders to align on roadmap timings therefore building and maintaining professional working relationships is crucial. Attention to detail is essential within this role as there will be a need to collate and interpret market reports to determine engagement and effectiveness of various projects and training programs. The use of excel workbooks and the ability to present complex information is also vital.

Report to: Head of Dealer Development

Location: Triumph Motorcycles Ltd – Hinckley (Factory 2)

Duties and Responsibilities:

Network Strategy

Attend the weekly network reviews with the Dealer Development Managers (DDM's) providing a weekly up to date forecast of the network position and forward quarterly plan in the agreed format

Support the annual 3-year Strategic Network & Levelling Up Reviews by preparing the working templates. Coordinating the review meetings, completing the analysis and publishing results to key stakeholders.

To support the delivery when required of new product training for all Dealers in the classroom and on the road, in the UK and overseas

Data Reporting, Handling and Analysis

To maintain the Dealer database to provide up to date detailed reporting and analysis for stakeholders.

Support the implementation process of new dealers (road, off road and OSET) through the defined Stage Gate process, ensuring the process is adhered to and managed in an efficient timely manner at each stage.

Produce regular detailed reports on CSI performance across all customer and model groups by market and support with workshops & training where required.

Collate and interpret market reports to determine effectiveness of training programmes to drive continuous improvement.

To ensure timely publishing of the weekly Global Training Report.

Dealer Performance

To develop and maintain the Dealer Retail Standards (DRS) Management System.

To coordinate the work of the agency responsible for DRS and monitor the budget and invoicing. Provide reporting and analysis on the progress of the Dealer Network. To provide training and support for the DDM's in the use of this system.

Relationship Management

Engage with key CMT stakeholders to align on roadmap timings to ensure product training release requirements and timings are adhered to.

Participate and occasionally lead weekly review calls with key stakeholders, ensuring information is obtained and updated accurately, strategic ideas discussed to move projects forward and the confidence to question certain decisions if needed.

Personal Attributes

A confident coordinator who inspires others and thrives in a fast-paced, evolving environment.

Excellent communicator, collaborator, and influencer at all levels of the business.

A pro-active thinker who can foresee potential issues and use initiative to resolve.

Attention to detail is particularly important to them and takes pride when presenting information.

Person Specification: Dealer Development and Customer Experience Coordinator (MC568) Permanent



	Essential	Desirable
Qualifications and Attainments	Maths and English GCSE grade C or above.	
Professional Experience and Skills	Proficient in Microsoft Packages including Excel, Word and Outlook.	Previous experience of working within an automotive /manufacturing environment.
Personality and Motivation	<p>A confident coordinator 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> <p>A pro-active thinker who can foresee potential issues and use initiative to resolve.</p> <p>Attention to detail is particularly important to them and takes pride when presenting information.</p> <p>Objective driven, multi-tasker, thrives on being busy and identifies well with achievement</p> <p>Self-motivated and resilient. Flexible and adaptable. Able to take instruction and work under pressure.</p>	
Appearance and Characteristics	Well presented.	
Circumstances	Able to be flexible on working hours.	