

Job Description: PCA Commercial Manager



Department: Triumph GB Subsidiary – Aftersales

Job Title: PCA Commercial Manager

Report to: General Manager UK & Ireland

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

Duties and Responsibilities:

Leading the PCA Commercial Team the role is primarily responsible for developing the national UK dealer network PCA commercial and retail programmes performance and capability, delivering growth in parts, clothing and accessories, as well as driving standards in VM, planograms and inventory management.

Additional responsibilities include launch and delivery of the C&A forward order programmes, coordination of the TGB event retail programme and management of the PCA commercial team.

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 PCA commercial performance** – Development of dealer capability & KPI performance improvement
- **Management of PCA Commercial Team** – PCA & Programmes Coordinator / PCA Coordinator to deliver:
 - **Dealer Support** – Telephone Support, Managing inbox – Genuine Parts, Dynamics & Personal email accounts, Dealer noticeboard, Pack Structure maintenance –
 - **PCA Customer Service** – Manage direct customer queries relating to PCA matters
 - **Parts Maintenance** - Parts pricing management AS400 BR16 /BR1 Accounts team. Monthly price files – AS400 Reporting & prices file supply to DMS companies
- **C&A performance** - Responsible for achievement of subsidiary objectives
- **Development of C&A campaigns/marketing** – Development of PCA marketing plan and coordination with marketing team to deliver
- **Forward order programmes** - Delivery of clothing F/O SS/AW, Capsule clothing collections & Accessories Programmes, Clearance Programmes – Adhoc F/O programmes
- **VM & Accessories presentation in dealers** – Monitor and maintain VM showroom standards
- **C&A Supplier management** – MDN VM services, Bumper financial services
- **Parts performance** - Responsible for achievement of TGB budget
- **Competitive service parts** – Responsible for TGB subsidiary performance, dealer buying loyalty and minimum inventory compliance
- **Dealer PCA training completion** – monitor and manage dealer attendance/participation and completion of academy modules
- **Total Care Programme Support:** Monitoring & Maintaining DMS feed for AMP/ Core stock file maintenance / Planogram maintenance and replenishment

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: PCA Commercial Manager



	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 work away from office location with regular overnight stays.