

Role Title: Technical Hub & Incidentology – Technical Assessor

Job Family: BAND 5

Date: December 2021

Business Unit: Business Roadside, Renault UK

Role	Need to Do	Need To Know	Need to Be												
<p>Role Purpose:</p> <p>To provide Renault UK with mobile repair network expert coverage in diagnosis, resolution, and reporting for ICE and Electric cars.</p> <p>Improve the brand experience for all customers and prospects achieving brand and dealer recommendation and securing their business and loyalty.</p> <p>Reports to:</p> <ul style="list-style-type: none">Technical Hub & Incidentology Manager (Group Renault)Renault UK Technical Manager (RAC) <p>Direct Reports</p> <ul style="list-style-type: none">None <p>Relationships:</p> <ul style="list-style-type: none">Network aftersales and management teamsRenault UK operational teamsRenault Northern Territory teamsRUK Customer Service leadership teams (RAC)Branded Services leadership team (RAC)Technical Team (RAC)	<p>Business Productivity</p> <ul style="list-style-type: none">Monitor and be accountable for efficient productive time spent on each allocated job to maximise productivity.Aid in the development of the Centre network in supporting the customer ownership of Brand vehicles through effective promotion, coaching and knowledge shareAssist in wider technical support topics and provide guidance to Renault network where appropriate as part of the Service Quality team <p>Vehicle led</p> <ul style="list-style-type: none">Resolve, support and report on customer and network technical issuesProvide technical diagnostic assistance to Renault Dealer Network and affiliated partnersMonitor the approval process to control replacement of high-cost componentsFollow up all outstanding technical cases to ensure 100% resolutionIdentify and report issues of a safety, commercial repercussive nature to IncidentologySupport Renault NT Customer engagement with technical visitsProduce and cascade relevant information to the network to assist in diagnosis and repairSupport new model launch eventsAssist Repair Quality Manager managing network TRT dispersionSubject Matter Expert relating to specific automotive areas & new products <p>Reporting and Continuous Improvement</p> <ul style="list-style-type: none">Provide Renault with regular updates on repair progress via Renault systemsProvide written evidence of repairs carried out, in line with Renault Warranty guidelinesProvide the necessary supporting documents e.g., photographs, vehicle analysis logs, print outs etc. to support all repairs and document in Renault systemsProvide feedback on repair methods, technical information, and vehicle quality in relation to repairs completed <p>General</p> <ul style="list-style-type: none">Be aware of and adhere to Health & Safety aspects of the working environment and always adhere to guidelines, reporting any defective equipment to Renault UK and to the Aftersales ManagerLiaise with all relevant staff to achieve efficiency and provide excellent levels of customer serviceMaintain tooling standards, specific diagnostic equipment, and PPE, to Renault expectations. Reporting any defects directly to Renault UK.Keep technical knowledge and qualification status up to date to stay compliantAttend technical update meetings and provide technical information upon request to improve customer experience and Renault technical function.	<p>Skills/Knowledge/ Experience</p> <ul style="list-style-type: none">To understand and assist in the delivery of Business Strategy and ObjectivesDeliver an agreed level of service KPI’s to include productivity, efficiency and utilisation to the Internal and External Customer, Business Partners and External SuppliersSound analytical and problem solving with skills with good interpretation and application of complex information to lead decision makingContribute fully within the team, ensuring the right environment is maintainedEnsure the appropriate level of management control and system exploitation is applied to all relevant systems and company assetsSelf-motivated, flexible and ability to deal with conflicting demandsExcellent communication, presentation, and negotiation internally and externally; ability to work transversally and autonomouslyAlways adhere to company policies and proceduresTechnical Experience (Group Renault preferred)Previous roles may include – Master Technician, Tech Trainer, Expertise Manager	<p>Capabilities/Strengths:</p> <p>Need to exhibit behaviours consistent with RAC core values:</p> <p>Handle it Together Exceptional Service Raise the Bar Own it</p> <p>Need to exhibit the below capabilities:</p> <table><tr><td>Achievement Drive</td><td>4</td></tr><tr><td>Judgment and Decision Making</td><td>4</td></tr><tr><td>Commercial Awareness</td><td>4</td></tr><tr><td>Developing Self and Others</td><td>4</td></tr><tr><td>Specialist Knowledge</td><td>5</td></tr><tr><td>Customer Focus</td><td>4</td></tr></table>	Achievement Drive	4	Judgment and Decision Making	4	Commercial Awareness	4	Developing Self and Others	4	Specialist Knowledge	5	Customer Focus	4
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