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| ROLE TITLE: SMR Query Manager | | DATE: April 2025 |  |
| GRADE: TBD | | BUSINESS UNIT: SMR |  |
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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role Purpose**  Accountable for certifying each day’s trading activity, at the end of the day – ensuring all jobs have been completed, correctly classified with the correct inputs, and all is ready for end-of-day executive reporting.  40h pw; Mon-Fri  **Reports to:**  Head of SMR Contact Centre  **Direct Reports:**  1 direct report  **Relationships:**  *Internal:*   * SMR Contact Centre * SMR Mobile Mechanics Operations * SMR Finance * SMR Reporting Team   *External:*   * N/A | ***What the role must deliver***   * Sign-off each day’s trading activity, at the end of each day – ensuring all inputs and outputs are accurate, with no pending queries, and all relevant operational systems are updated, if necessary. * Monitor and own the quality of trading activity data (stored in MS Dynamics); ensuring data in Dynamics is accurate and corrected, where required. * Work with SMR Transformation Manager on identifying process and system inefficiencies and improvements leading to fewer daily queries and more accurate trading data. * Ensure the Contact Centre and Mobile Mechanic teams understand what the expectations of them are around providing accurate data around the work that we complete. * Hold the teams accountable for data entry accuracy, completeness, and timeliness. * Ensure we charge for SMR work in line with agreed rates and broader commercial arrangements; identify and own fixing areas where that might not be the case. * Identify automation opportunities to improve operational efficiency and deliver better customer and commercial outcome. | ***Skills/Knowledge/Experience***   * Proven track record of influencing others and driving change. * Ability to get the required answers and/or support from the wider SMR team in a timely manner. * Proven experience of managing teams to deliver performance. * Strong commercial and operational acumen to spot any potential issues and inaccuracies in reported daily trade data. * Able to prioritise effectively with proven experience of working in a fast-paced changing environment. * Must ensure all outputs are completed with accuracy and attention to detail, whilst working quickly and accurately to tight deadlines. * Experience of getting the best from individuals and teams. Managing under performance to completion in line with formal policies and procedures. * Tolerance of ambiguity, resilience and patience to work within a pressured environment with a positive attitude whilst being a self-starter with drive and desire to make an impact upon the business. * A good understanding of scheduling systems, process and SMR products and services. * A good understanding of business performance metrics within Operations and how they are influenced. * Competent in the use of MS Dynamics and associated systems. | ***Capabilities/Strengths:***  Core Competencies   * Achievement drive L3 * Commercial Awareness L3 * Customer Focus L3 * Leadership L3 * Interpersonal and influencing skills L3 * Team working L3 * Developing Self and Others (L3) * Specialist Knowledge (L3)   Needs to exhibit behaviours consistent with RAC core values. |