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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. |