**Role Profiles**

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Role profiles are the foundation to the whole process of performance management and reward.

A well written role profile will:

* Help to recruit and retain the right people
* Help applicants to understand the role in more detail – is this a role they would like to apply for?
* Help colleagues understand what is expected of them
* Help the organisation to provide better information to support the recruitment, selection, development and reward of employees

**HR Reward**

HR Reward can evaluate the role. They can also benchmark the role so that you have a clear idea of what the role is worth in the marketplace.

The following role profile template, with guidance notes in red, includes all of the facets of the role that are required by HR Reward to evaluate the role.

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| --- | --- | --- | --- |
| **ROLE Title:** | Motability Technical Support Engineer | **DAte: April 2025**  |  |
| **GRADE:** | C | **Business Unit:** | Motability Centre of Excellence  |
|  |  |  |  |
|  |  |  |  |
| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| Role Purpose:To provide technical support to Motability Operations, Customers and colleagues on matters pertaining to automotive engineering topics.Role Dimension:FinancialThrough their various responsibilities, a Technical Support Engineer will reduce operating costs and increase efficiencies by helping to repair more vehicles more efficiently utilising all RAC estate resources. (not exhaustive) * Dealer Network
* SMR
* Approved Network

Non-FinancialWorking within the dedicated centre of excellence based in RAC head office in the West Midlands, the Technical Support Engineer will provide technical support via Omni channel covering from 8am – 6pm 364 days a year. A Technical Support Engineer will monitor breakdowns and cases nationwide making technical decisions to get the best outcome for the customer and the business.Reports to: Technical Services Manager RelationshipsInternal:* Roadside patrols,
* Internal Colleagues
* Technical
* Inspections,
* Fleet
* SMR
* Approved Network

External:* Motability Operations and their Partners
* Dealer Network
 | Outcomes:* Increasing roadside patrol repair rate through giving expert technical advice, guiding the patrol to a successful repair, reducing the need for additional resource to recover a breakdown.
* Increasing patrol efficiency through providing dynamic diagnostic support leading to a quicker conclusion, meaning we can provide service to more of our customers more quickly.
* Helping customers to resolve simple issues over the phone without the need of a resource to attend, meaning we can be more efficient with deploying our patrols and getting patrols to our customers that need them most.
* Ensuring that our customer receive the correct service in terms of the right resource in the first instance, preventing multiple resources attending customers meaning reduced costs and reduced waiting time for our customers.
* Gathering and sharing technical information in the aim to keep the RAC up to date with the current climate.
* Managing a case load of technical complaints, liaising with customers, retailers, case managers and Manufacturers
* Providing a satisfactory outcome for both customer and Motability Operations
* Ensuring retailers adhering to warranty procedure fairly and consistently
* Ensuring support of Business objectives continuing to drive the right customer outcomes
* Support the business initiatives of reducing costs for both RAC and Customer
 | Skills/Knowledge/Experience:Must have a high level of motor vehicle diagnosis and repair experience including the use and understanding of workshop diagnostic equipment.Methodical diagnostic and problem solving thought process.The ability to communicate effectively with both colleagues and customers in sometimes high pressure situations to reach a positive outcome.Should have a good level of computer literacy.**Qualifications/FSA:**Minimum NVQ level 3 motor vehicle engineering.Preferred master/diagnostic technician qualification.EV qualification preferred - Level 3  | Competencies/Behaviours:* Customer Focus level 3
* Interpersonal & Influencing Skills level 3
* Judgement & Decision-Making level 3
* Leadership level 2
* Team Working level 3

ValuesNeed to exhibit behaviours consistent with RAC core values |