|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ROLE Title:** | **SMR JUNIOR PARTS ADVISOR** | | **DAte:** | | 09/04/2025 | |
| **GRADE:** | TBC | | **Business Unit:** | | SMR | |
|  |  | |  | |  | |
|  |  | |  | |  | |
| **Role** | | **Key Responsibilities:** | | **Skills / Knowledge / Experience:** | | **Competencies / Values** |
| **Role Purpose**:   * To ensure RAC’s Service, Maintenance, and Repair (SMR) Contact Centre staff and Mobile Mechanics know which parts to source and from where at the most competitive prices and with enough lead time to complete the required work. * To ensure parts are returned, where applicable, SMR gets correctly credited for them, no unused parts on the vans, etc.   **Role Dimension:**  **Financial**  Analysis parts costs & availability, scenario planning, etc.  **Non-Financial:**  No direct repots, 5 days a week in Bescot office.  **Reports to:**  SMR Parts Advisor  **Relationships**  **Internal:**  SMR Operations  SMR Finance  SMR Propositions  Procurement  Legal  Data Management & Assurance  **External:**  ECP  GSF  AAG  Dealers / OEMs  Other suppliers | | * Supporting SMR’s contact centre appointment booking staff and Mobile Mechanics with vehicle parts-related queries. * Liaising with external parts suppliers, OEMs, and other relevant partners, e.g., ECP, GSF, AAG, etc. * Investigating individual parts purchase transactions to understand if they were valid. * Working with Mobile Mechanics on driving parts returns, where applicable, e.g. for cancelled jobs, jobs where multiple parts were ordered, etc. * Supporting OEM vehicle parts sourcing. * Working closely with SMR Strategic Insight Manager & SMR Performance Analyst on designing, building, and maintaining data-driven solutions to support the above activities. * Good understanding and ongoing monitoring of the overall parts market in the UK – identifying commercial opportunities & threats for the SMR business. * Working in a fast-paced rapidly growing business. | | **Essential:**   * Experience working in an area dealing heavily with vehicle parts, e.g., parts supplier. * Proven track record of having commercial acumen and track record of identifying commercial opportunities associated with vehicle parts. * Ability to establish priorities, work independently, and proceed without supervision. * Experience working in Excel.   **Desirable:**   * Experience in working with executives providing professional, accurate, and strategic advice. | | **Use RAC competencies template**  • Achievement Drive – Level 3  • Building Relationships – Level 2  • Commercial Awareness – Level 2  • Continuous Improvement – Level 3  • Customer Focus – Level 3  • Developing Self & Others – Level 2  • Interpersonal & Influencing Skills – Level 3  • Judgement & Decision Making – Level 3  • Leadership – Level 2  • Leading Change – Level 2  • Strategic Thinking – Level 3  • Team Working – Level 3  • Values Fit – Together we make a difference  •Specialist Knowledge – Job Specific Knowledge  **Values**  **Handle it Together**  Cares about impact on others, shares ideas and positively challenges others  **Exceptional Service**  Has best interests of colleagues and customers at heart, goes the extra mile to enhance customer experience, understands business strategy  **Raise the Bar**  Driven and ambitious, challenges self and others, continually learning  **Own It**  Leads by example, trusted to achieve right outcome, passionate and committed |