**Role: Patrol Team Manager Date: January 2024**

**Grade: C Business Unit: Roadside Operations**

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| **Role Purpose** | **Outcome** | **Skills/Knowledge/Experience** | **Capabilities/Strengths:** |
| To lead, motivate and coach a team of patrols to deliver the highest levels of customer service and efficiency by creating the culture that strives for consistency and improvement  Accountability for service delivery to customers breaking down in your area and ownership of an operational plan to ensure all service & revenue KPI’s are achieved.  To create a high level of communication & engagement with your team through a weekly trading rhythm linking every interaction to improving customer service  Work alongside CSC in order to ensure that our Patrols are utilised to the maximum effectiveness for both cost and service  To ensure that compliance to critical processes and legislation is adhered to and to ensure that assets and expenditure is managed effectively in line with company policies, code of conduct and patrol safe working standards  Achieve required PTM productivity objective during year to help out with periods in demand  **Role Dimension:**  Performance Measures  Directly accountable for a team of circa. 50 Patrols  **Report to**  Patrol Regional Leader  **Relationships:**  Build strong internal relationships with colleagues in: BAC, CSC, NRC, Technical, HR, Customer Care, Training & H&S teams, Adherence Managers, Technical Trainers  External relationships with contractors, RAC garage network, preferred suppliers, and members | * Day to day management and accountability for a mobile work force and its overall performance * Promote a culture of motivation, and can-do attitude within team through engagement and recognising individuals contributions, to ensure they as individuals are always improving year on year as well as the business * To focus on coaching & developing individuals to ensure all achieve their performance objectives and the requirements of our customers in a highly competitive industry with high customer expectations * Accountable for year-on-year improvements in performance of Service Patrols through forward planning, performance management & SMART objective setting to ensure all achieve both service KPI’s and our revenue plan through effective offering of all our products & services * Absence & attrition levels reduce year on year * To address any shortfalls in individual or team performance in an appropriate and timely manner to ensure all KPI’s and business plan are achieved * To enhance the overall communication process so that relevant and timely communications flow at all levels * To maintain and improve on all quality standards which contribute to CSI and retention and reducing member complaints. * Carry out Attendance meetings. investigation and disciplinary hearings, when necessary, in a timely manner * Ensure adherence to company processes and procedures to support and enhance the team’s effectiveness in delivering service, including Health and Safety compliance, Asset Management and Legal Compliance * Relevant time is given to the role to ensure all KPI’s are achieved.   **Breadth & Depth of Job**   * Responsible for a team of circa 50 patrols * Accountable to ensure that Patrols are achieving required economic value and all KPI and performance measures within your team * Deliver against the operational plan for the team to ensure the best outcome for the customers | * Proven Leadership skills in driving and delivering required results through a field based team * Good level of commercial awareness * Ability to communicate and influence effectively with all levels of stakeholders * Proven successful coach with a broad knowledge of coaching techniques and styles. * Good analytical skills * Strong Interpersonal and Presentation skills * Knowledge of field-based management * Strong desire to deliver outstanding levels of service to customers. * Demonstrates ability to motivate and develop people within a value-based culture * Knowledge of breakdown products * Knowledge of systems and processes   **Qualifications/FSA:**  Good working knowledge of FSA and compliance procedures   * Excellent verbal and written skills * Excellent people management skills * Experience of managing field team   **Desirable**  Ability to work towards:   * NVQ level 4 * Front Line Management | * Leadership - Level 3 * Developing Self and Other – Level 3 * Achievement drive Level 3 * Interpersonal & Influencing Skills – Level 3 * Judgement and Decision Making – Level 3 * Commercial Awareness - Level 2   Need to exhibit behaviours consistent with RAC **HERO** values:  **H**andle it Together  We work as one team; showing trust, respect, fairness and integrity  **E**xceptional Service  We deliver excellent service, every time  **R**aise the Bar  We always look for new ways to be even better  **O**wn It  We are empowered to take action |