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| **ROLE Title:** | Porsche CRH Outbound Team Manager | **DAte:** | March 2025 |
| **GRADE:** | Band 5 | **Business Unit:** | Business Roadside |
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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role Purpose**:  To support, coach, develop and lead a team of CRH Colleagues. To ensure the provision of excellent customer service, satisfying customer requirements in line with the Porsche Brand philosophy and agreed individual performance targets.  To fully understand and be aware then involved with new and live recalls, safety issues and sales activities. To actively be the voice of CRH internally within Porsche during these discussions within inter department discussions.  To actively be involved with their team contacting customer and lead by example. Taking on calls themselves to actively progress the task at hand and complete the task in a timely manner.  To play a lead role in ensuring the delivery of world class customer / luxury experience to Porsche UK customers, challenging their team to manage and handle outbound contact to a high level of professionalism  Daily management of and operational delivery of the operation ensuring delivery of key KPI’s and Quality measures - ensuring effective customer contact to resolution.  Responsible for colleague and team development activity and coaching across the contact centre  Support implementation and management of new initiatives agreed with customer  Demonstrating an understanding of PCGB business, facilitating the resolution of complex tasks and cases, whilst managing costs in the most customer centric way  **Role:** Based at PCGB Reading  **Role Dimension:**  **Financial:**  Contact Centre : Goodwill budget spend to be within agreed contractual KPI  **Non Financial:**  Responsible for a team of up to 15  Responsible for the delivery of operational standards and KPIs within CRH  **Reports to:**  CRH Operations Manager  **Relationships:**   * Internal: All colleagues within RAC * External: * PCGB Directors * PCGB colleagues and managers * PCGB approved dealerships and staff * PCGB suppliers * PCGB Customers * PAG CRH’s across the world | Outcomes  Manage Team Workload and support CRH wider management team to ensure optimum service in KPI and quality and required resource is maintained  To lead, manage, motivate, and support team by providing regular feedback on performance, providing coaching and development plans, to enable staff to achieve the quality and performance targets required. Conducting regular meaningful 1:1 sessions with team as well as appraisal process  To ensure that all data from their team is accurate and details on customer contacts are a true reflection of the discussions had.  Inquisitively understand any safety topics, pre/post sale topics and recall thoroughly, and be able to share this downwardly in an understandable manner to their team.  Promote a culture of motivation and positive morale amongst team members by building team spirit, participation and recognizing the contributions of individuals.  Ensuring the continuous development of processes  and procedures to support and enhance the team’s effectiveness in delivering first class customer service. Ensure the department maintains TCF culture as well as embracing and harnessing new ways of working and methodologies  Attend supplier reviews and daily interactions direct with client representatives at all levels up to exec if required  To manage all colleague absence and attendance in line with all RAC agreed processes  Ensure the Team are kept fully up to date, in a timely manner and using a suitable medium, with relevant information to provide a high-quality service, identifying and co-ordinating training needs as required.  Manage resource for the Team to ensure adequate shift cover,  Be a role model for RAC within CRH operations, demonstrating the business values at all times.  Demonstrate the ability to provide flexibility in order to support both the business and line manager if required. | **Skills/Knowledge/Experience**  Proven experience of Leading contact centre teams and improving performance  Proven track record on delivering service initiatives and KPI’s  Ability to deal with challenging customers and dealers to reach positive outcomes  Passion for motivating and challenging a team to reach out to customers who may prove difficult to manage.  Time Management – Ability to manage own time and workload effectively and efficiently.  Experience of communicating up to Exec level  Demonstrated strong relationship building and management skills  Good level of commercial awareness  Planning, organising and prioritisation skills  Understanding of and adherence to all FCA requirements  Knowledge of consumer rights law and how to apply  Evidence of proactively leading change and the successful execution of business planning and delivery  **Desirable**  Knowledge of consumer rights law and how to apply  Automotive background | **Capabilities/Behaviours:**  Customer focus 3  Continuous Improvement 4  Interpersonal and Influencing 4  Developing self and others 3  Judgement & decision making 3  Commercial awareness 3  Leadership 3  **Values**  **Handle It Together**  Work as one team and celebrate and achievements. Share ideas and knowledge to achieve the best results for the business.  **Exceptional Service**  Go the extra mile to enhance our customer’s experience, both internally and externally – delivering excellent results and service every time.  **Raise the Bar**  Driven and ambitious to be the best that you can be, and always look for ways to improve.  **Own It**  Do what you say you are going to do, taking ownership for issues and solutions. |