|  |  |  |  |
| --- | --- | --- | --- |
| ROLE TITLE: SMR Trading Manager | | DATE: December 2024 |  |
| GRADE: TBD | | BUSINESS UNIT: SMR |  |
|  | |  |  |
| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role Purpose**  Accountable for all scheduling activity to ensure we deliver on the service commitment to our customers and delivering on our commercial plan through a single attendance, minimising the need for moves and cancellation due to operational failures.  The SMR Trading Manager is responsible for both performance and people ensuring that key KPI’s are met and the team is developed and coached in line with requirements.  Five-day working across a Monday to Saturday operation  **Reports to:**  The role will report to the SMR Commercial Director  **Direct Reports:**  The role will have c 10-15 direct reports including Schedulers, Technical Support Engineers, 1Link/Epyx Team, Parts Manager  **Relationships:**  *Internal:*  Peer group across RAC  Full range of clients across RAC Business Roadside SMR Contact Centre  RAC Technical Team  SMR Technician Team  *External:*  Key corporate clients  Parts Suppliers  Commercial partners aligned to corporate partnerships | ***What the role must deliver***   * Deliver the best possible outcome for the day based on the demand and resources available * Own the trading cadence and outcomes on the day, keeping stakeholders informed of progress and of decisions * Hold field-based team accountable for field team delivery of availability, work time and quality * KPIs key: Jobs completed on day vs start of day. Supplementary: Overtime productivity, cancelation rate, move rate. * Work through solutions to solve problems and minimise on day cancelation reasons * Identify automation opportunities to improve operational efficiency and deliver better customer outcomes * Continue to grow and shape the operational organisation to not only to meet today’s demands, but how those demands change as we grow * Implement operational processes * Build and shape growing team to deliver great customer outcomes and implement colleague growth strategy to retain and grow talent in the customer solutions centre | ***Skills/Knowledge/Experience***   * Proven experience of managing teams to deliver performance * A good understanding of scheduling systems, process and SMR products and services * Experience of getting the best from individuals and teams. Managing under performance to completion in line with formal policies and procedures * 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 * 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 business performance metrics within Operations and how they are influenced * Desired: Competent in the use of Dynamics and associated systems   Experience   * Commercial and Operational leadership experience * Some technical experience * Working as part of a team, where using own initiative to resolves problems is proven | ***Capabilities/Strengths:***  Core Competencies   * Achievement drive L4 * Commercial Awareness L4 * Customer Focus L5 * Leadership L4 * Interpersonal and influencing skills L4 * Team working L4 * Developing Self and Others (L4) * Specialist Knowledge (L4)   Needs to exhibit behaviours consistent with RAC core values |