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| Role Title: VOR Operations Manger | | Date: October 2024 |  |
| Role Grade: Grade D  Reporting To: General Manager | | Business Unit: Motability Centre of Excellence |  |
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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Purpose:**  The purpose of the VOR Operations Manager Is to support in the delivery of a business service to ensure that client expectations are exceeded.  To communicate oversee and manage MO repair management and car hire cases.  Promote loyalty & retention through highly effective customer care service delivery.  Provide support and assist to other management teams, within RAC with the 1link process.  To be part of a successful supportive team that provides a motivational work environment, showing confidence in the ability of the Service Management team and demonstrates this to individuals in the wider Team.  To continually improve individual and team performance and quality adherence and positively reinforce our working practices and processes.  Manage a team of lead specialists.  Role Dimension (Financial/Non-financial):   * Hire Costs * VOR Costs   Non-financial   * Quality of service provided to customers * Quality and accuracy of all information collated * Contractual KPI’s and department quality measures to be achieved   Reports to: General Manager  Relationships:  Internal     * BAC Manchester/Bescot * CSC * HR * Finance * Technical * Union * Resource Planning & Forecasting * Business Services * Customer Care * Data Insight     External   * Corporate Account Contacts & Customers * Motability Operations * Motability Charity * Motability Partners * Epyx | **Outcomes**   * Ensure all repair management cases are monitored and progressed, updating all involved. * Accurate and timely action to be taken on all hire car cases. * Continue to review the enhancement of the Epyx platform. * Build Strong Alliances with MO and dealer network * Proactively chase dealers for repair times to minimise storage, downtime and manage car hire budget spend. Where appropriate look to introduce the use of SMR if dealer repair time exceeds what is reasonable * Escalate lengthy repair times to all relevant parties to focus efforts on improving dealer response times. * Escalate Parts supply issues to relevant parties, utilising internal and external channels * Achieve individual and department KPI’s and quality measures. * Build and update product and process knowledge. * Build relationships with dealerships involving them in all matters relating to the customer. * Work as part of a team to drive improved performance. * Manage the time to attend the customer at the roadside through effective communication, identifying how the customer can be proactively managed through to satisfactory completion. | **Skills/Knowledge:/Experience**   * Excellent accuracy thoroughness and attention to detail * Proven Customer Service skills and the ability to create rapport quickly. * Can build and maintain relationships with Corporate Customers and Clients * Proficient at using IT systems including MS Office * Experience of the Contact Centre environment * Awareness of the Breakdown industry * Communicate effectively with third party supply chain and other RAC Colleagues   Personal Attributes:   * Strong communication skills, both oral and written * Flexible in approach to workload * Able to manage own workload and effectively manage time to achieve personal objectives. * Work effectively as part of a team and find opportunities for improvement. * Willingness to support others in their role so the Company can achieve its objectives.   Qualifications/FCA:   * Knowledge of breakdown products * Knowledge of systems and processes * Requirement to conform to Data Protection Act, Working Time Directive, Health & Safety and FCA. | **Capabilities/Strengths:**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | Achievement Drive | 4 | | Leadership | 4 | | Judgment and Decision Making | 4 | | Strategic Thinking | 3 | | Commercial Awareness | 4 | | Developing Self and Others | 4 | | Specialist Knowledge | 3 | | Customer Focus | 4 | |  | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  |   All RAC colleagues need to exhibit behaviours consistent with RAC core values:  Location     * Bescot, near Birmingham * Occasional travel to Motability and partner Sites, and events |

