





# Business Management and Business Operations Job Descriptions



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# Contract Hire and Leasing Specialist

	Title	Contract Hire and Leasing Specialist
	Department	Sales, Service & Marketing – Fleet Sales
	Location	Corporate HQ – Technical Centre (Luton)
	Brands	Vauxhall Passenger Cars and LCVs

## The Department:

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Fleet Sales is part of the Sales, Service and Marketing Function of Vauxhall Motors and is responsible for the selling of new Vauxhall cars and vans to the business sector. The Contract Hire and Leasing team are responsible for ensuring that Vauxhall maximises all sales opportunities where a vehicle is purchased and then leased/funded through a leasing or contract hire agreement. The Contract Hire and Leasing Specialist will report to and work closely with the Contract Hire and Leasing Manager in all related activity.

## The Role:

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- Reporting
  - Monthly Residual Value (RV) movement reporting
  - Leasing company Service, Maintenance and Repair (SMR) budget reporting
  - Lease Rate and Marketplace reporting
  - Broker Marketplace reporting
  - Product Focus Sales analysis and reporting
  - Sold Order coverage vs Forecast reporting
  - Market opportunity gap analysis reporting
  - Support term management reporting
  - Key message delivery and engagement (Eloqua) tracking for Leasing team
- Analysis
  - Competitive position and market analysis
  - New Model launch rate and market positioning analysis
  - Batch sales rate and forecasting analysis
  - Stock Management and overage stock management analysis
  - Industry SMR and RV data analysis
- Other
  - Satisfying internal customers with requested data / analysis
  - Support Leasing Development Managers with Ad hoc business reporting analysis

## Key Responsibilities:

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- Prepare and maintain key Car and Van line market place lease rate reporting
- Maintain Monthly Residual Value movement reporting
- Maintain outright purchase, whole life cost, and monthly rental rate, ready reckoners
- Create and update stock management and stock forecasting for appropriate sales channels
- Generation of monthly Contract Hire and Leasing survey summary presentation
- Generation of monthly RV movements summary presentation



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- Maintain competitive set SMR reporting for use in preparing feedback to GME Product, Marketing and Engineering teams
- Investigation and analysis of E-market place, competitive offers etc
- Gap analysis of sales data to identify opportunities
- Ad hoc analysis of potential changes to the product offering/pricing and potential impact to sales
- Running reports for creating in month performance monitoring
- Develop and maintain Business Process Documentation for all analysis and reporting
- Display commitment to the Vauxhall Key Behaviours in all contacts

The student should hope to gain an understanding of how the Contract Hire and Leasing team work with Leasing Companies to maximise Vauxhall Sales opportunities. The student should hope to gain a wider appreciation of Fleet Sales strategy and Fleet Sales Operations. The student will understand the dynamics of the Fleet market, competitive market place positioning and both short term and long term business planning.

#### Required Skills:

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- High level of numeracy and literacy
- Good knowledge of software applications, especially Excel
- Attention to detail
- Sound organisation and time management skills
- Good understanding of business studies and/or economics

The ideal candidate should be a strong team player with good communication skills, have the ability to meet deadlines, work under pressure and use their own initiative.

#### Preferred Area of Study:

Business Studies / Mathematics / Finance / Business Management / Marketing



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# Aftersales Marketing Programmes Analyst

	Title	Aftersales Marketing Programmes Analyst
	Department	Aftersales Marketing
	Location	Corporate HQ – Griffin House (Luton)

## The Department:

The Aftersales operation is a profitable segment of the business. The department is responsible for selling Vauxhall genuine parts and accessories. This is achieved by Vauxhall customers servicing, maintaining and repairing their Vauxhall vehicles in our franchised Authorised Repairers. Aftersales is a very diverse department, which includes Service, Accessories, Trade, Product and Fleet alongside the Communications and Operations team as well as a Field team.

## The Role:

You will work alongside the Aftersales Marketing Programme Managers, helping to assist in providing developmental research, performance information and manage campaigns relating to various Marketing Programmes.

You will help support the Retailer network and Aftersales Field team, providing performance measurement and guidance so that the current Aftersales Marketing campaigns/programmes will have the maximum participation and understanding. The Marketing Programmes Analyst will gain an understanding of promoting After Market products and services in the automotive industry, as well as the importance of CRM (customer relationship management) in the Aftersales market.

## Key Responsibilities:

- Assist as required in the implementation and launch of Service Channel programmes/campaigns
- Manage programme/campaign debits and credits for Retailer Network
- Update and develop Service Channel performance reports for Aftersales Field Team
- Create unique part numbers for all Aftersales Marketing material and manage stock levels of all current Retailer point of sale material
- Compose Retailer communication articles and marketing releases (internal & external), detailing current Service Channel campaigns/programmes
- Competitive analysis research; undertake mystery shops via phone/internet and collate the data in an orderly way which is easy to understand and displays the results well.
- Assist Aftersales Communications Manager with campaign and programme marketing and Retailer follow-up.
- Liaise with Marketing Agencies assisting in the production of relevant Marketing Programme material

## Required Skills:

A confident individual, who is self-motivated, analytical, prepared to use their initiative to solve problems and can work effectively in a team. The candidate would need good IT skills, including in-depth knowledge of Microsoft applications: Excel, PowerPoint and Word. Good communication skills, both written and oral are essential as the candidate will be communicating with Retailers and Field staff regularly on the phone and via email. Ability to work with individuals at all levels.



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Preferred Area of Study:





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Business Studies and/or Marketing



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# Motors Holding Projects and Support

	Title	Motors Holding Projects & Support
	Department	Motors Holding – Sales, Marketing and Aftersales
	Location	Corporate HQ – Griffin House (Luton)
	Brands	Vauxhall

## The Department:

Motors Holding is the venture capital division of General Motors and operates an investment programme which assists talented entrepreneurs by providing financial and technical support. The programme also ensures strategic site representation for Vauxhall and involves the acquisition and occasional divestment of dealerships throughout the UK and Ireland. We have investments in companies ranging in size from £10m annual turnover to over £400m and our team members act as chairman, director, company secretary and advisor thus playing an active role in the management of the businesses. It is a unique and dynamic environment in which to work so the candidate should be able to absorb new and complex information and situations and have sufficient enthusiasm and skills to take on a wide variety of tasks.

## The Role:

The undergraduate will be required to participate in mutually agreed projects. The role enables the candidate to offer a significant contribution to departmental goals. The successful candidate will endeavour to continue the good relationship between the MH Retailers and Motors Holding staff through regular contact with the Managing Directors and their staff at the retailer companies. This will allow the applicant to gain excellent experience of the issues facing both large and small organisations (GM and the dealerships).

## Key Responsibilities:

- Assist in the preparation of consolidated monthly accounts for the portfolio.
- Act as secondary point of central contact for the department.
- Undertake analysis of financial and sales data to help MH field staff in both their day-to-day tasks and to aid potential investment decision-making.
- Prepare portfolio statistics and slides for half yearly business review meetings attended by GM directors, the MH Retailer Managing Directors and key suppliers.
- High level six monthly performance reviews for the portfolio.
- Undertake ad hoc projects liaising with colleagues in Retail Network Development and Treasury.
- Attend on site during acquisitions / divestments to undertake asset inspections / valuations and assist the MH Team member leading the transaction.

## Required Skills:

The candidate should have the ability to gather statistical information from various areas of the company and be IT literate, preferably with Microsoft Excel, Word and PowerPoint. They should be able to communicate effectively with all levels of management within GM and to forge relationships with the Retailer Managing Directors and Financial Controllers and also our external lawyers, auditors and insolvency practitioners. It is important to be self-motivated with the desire to take on responsibility and identify potential projects by showing



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initiative and working with the minimum of supervision. The candidate will have strong numerical skills with an enquiring mind and the ability to absorb comprehensive statistics and carry out detailed analysis. Because of the nature of the department, the ability to work under pressure and produce quality work by given deadlines is essential. There should be an organised but flexible approach to work, with the ability to manage several projects simultaneously whilst also responding to ad hoc and sometimes, urgent requests. The candidate will undertake travel occasionally as our dealerships are spread throughout the four home nations. A full current driving licence is therefore essential.





Preferred Area of Study: \_\_\_\_\_

Business Studies (financial, economic and accounting knowledge). An interest in company law would also be useful.



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# Retail Sales Support Analyst

	Title	Retail Sales Support Analyst
	Department	Retail Sales
	Location	Corporate HQ – Technical Centre (Luton)
	Brands	Vauxhall

## The Department:

The Retail Sales department is responsible for Vauxhall's sales activity with the Vauxhall Retailer Network. This is a dynamic, target related department with overall responsibility for Retailers ability to sell new vehicles at the maximum sales levels possible, together with the setting and monitoring of volume sales levels. Our customers are the Retail Sales field team and the National Retailer network. The field team includes 8 Regional Operations Managers, 16 Sales District Managers, 8 Commercial Vehicle Development Managers and 4 Business to Business Sales Managers.

## The Role:

As Retail Sales Support Analyst your main role will be to support and co-ordinate the activities of the Retail Sales field team together with supporting and working as a critical part of the National Retail Sales Department.

## Key Responsibilities:

- Produce critical daily and monthly performance reports.
- Monthly internal sales target setting.
- Monthly & quarterly sales budget administration and analysis in conjunction with the National Sales Manager and field team.
- Produce a range of reports for use by the field team as well as providing ad-hoc reporting and analysis for management and field team.
- Continually look for improvements within the Retail Sales support functions.
- To be a key source of information for the field team.

Students undertaking this placement role should expect to gain hands on experience in managing a variety of tasks and projects. This will involve reporting and analysing data as well as communication with internal and external customers. Students will have the opportunity to go out with the sales teams to experience first-hand the front line roles in the field. The Analyst role gives the student exposure to Sales, Marketing, Finance, Business Management and Logistics.

## Required Skills:

Communication, Planning and Organising, Attention to Detail, Numeracy, Teamwork, Computer Literacy, Analytical Ability, Initiative, Customer Focus and Adaptability.

## Preferred Area of Study:




Business Studies, Management Studies, Economics



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# Retailer Measurement Specialist – Retailer Operational Performance

	Title	Retailer Measurement Specialist – Retailer Operational Performance
	Department	Retail Network Development – Vauxhall UK & Opel Ireland
	Location	Corporate HQ – Griffin House (Luton)

## The Department:

The Retail Network Development (RND) department is responsible for 'building and maintaining the best retail networks'. The role of RND department is to ensure that the 'Right Retail Operators' are appointed in the 'Right Locations, with the 'Right Business model' to ensure that our retailers optimise the sales of cars and parts, provide the best possible customer experience and remain profitable.

## The Role:

The undergraduate will primarily be responsible for undertaking key analysis on Retailer performance that will be used by management for strategic decision making and implementing Retailer performance improvement processes. The undergraduate will be required to develop contacts with all levels of the organisation and interact professionally with external agencies and Retailers.

Students undertaking this placement role will develop an understanding of the operations of a major multinational company, and should expect to gain hands on experience at managing a variety of projects that will provide experience to developing their organisational, analytical and communication skills.

## Key Responsibilities:

- To accurately maintain the RND data central monthly metrics used to generate a suite of key performance analysis reporting.
- To prepare Retailer Group review reports
- To produce a number of reports monitoring retailer performance and collate key scorecard results from all areas of Retail Network Development to distribute a monthly executive scorecard briefing.
- To provide day-to-day management of important online performance tools used by Head Office, Field staff and Retailers. To develop proposals for increased use of the sites and to increase efficiency of the systems. You will also be responsible for data supply/accuracy of these key on-line Retailer Performance Measurement processes.
- To produce Quarterly Performance Analysis to support retailer sales performance monitoring. In addition provide support to the annual contractual sales target calculation (SEG) process.
- To actively maintain and improve the department Socrates intranet web site, posting important reports, news items and up-to-date retailer photographs, and develop creative solutions for added value
- To provide ad-hoc reporting and analysis for management and Field Staff providing recommendations and interpretation on results.
- To provide monthly financial reports and analysis as required from the Business Management manager



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- During your placement period you will have the opportunity to participate in internal review meetings, visit a number of retailers to further your understanding of the important elements of their business and experience other RND department operations.

### Required Skills:

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The ideal candidate will:

- Be a hardworking, enthusiastic and reliable individual with a customer focused attitude
- Keen attention to detail and trends
- Have an organised and flexible approach to work, being able to manage several projects concurrently
- Be systems literate – capable in Excel and with a keenness to learn and apply new techniques
- Be comfortable with numbers and be able to interpret and analyse trends
- Have the ability to work on their own initiative
- Be a good team player
- Have good communication skills
- Be a quick learner and willing to acquire new knowledge and skills

### Preferred Area of Study:





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Business Studies, Management Studies, Economics



**VAUXHALL**

# Sales Forecast & Business Planning Specialist

	Title	Sales Forecast & Business Planning Specialist
	Department	Sales, Marketing and Aftersales
	Location	Corporate HQ – Griffin House (Luton)
	Brands	Vauxhall Passenger Cars and LCVs

## The Role:

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### Reporting

- Vehicle Market Status
- Vauxhall Performance
- Vauxhall Sales History and Future Business Planning
- Economic conditions and Forecasts

### Forecasting

- Market Segments
- Trim, Engine and Doorplan Forecasts
- Fleet Forecasts
- Model line up change implications

### Analysis

- Sold Order Coverage Reporting
- New Model Launch Reporting
- Competitor and Vauxhall competitive market position
- Satisfying internal customers with requested data / analysis
- Support Vauxhall Forecast Specialists
- Maintenance and supply of industry forecasts

## Key Responsibilities:

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- Prepare and maintain Car market segment forecasts and Vauxhall forecast performance
- Creating and updating monthly economic summaries
- Collation and printing / distribution of monthly forecast pack & forecast files
- Vauxhall sold order coverage analysis and reporting
- Vauxhall Monthly trim and engine forecasts
- Vauxhall Monthly Doorplan Forecasts
- Vauxhall model year change over forecast mixes
- Analysing impact of marketing programme changes on quarterly Retail trim mixes
- Ad hoc analysis of potential changes to the product offering/pricing and potential impact to sales
- New model launch targets and launch tracking to target
- Special Edition model forecast impact
- Running reports for creating in month performance monitoring
- Maintaining diesel performance tracking and forecasting
- Updating Vauxhall forecast / outlook presentations for MD staff review
- Vauxhall YTD performance presentation creation
- Maintain a continuous self-development process to keep up to date with current trends
- Display commitments to the Vauxhall Key Behaviours in all contacts

The student should hope to gain an understanding of how the organisation uses forecasting to operate its business and support the decision making process.



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The student will understand the dynamics of markets, competitive marketing and both short term and long term business planning.

**Required Skills:**

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- High level of numeracy and literacy
- Good knowledge of software applications, especially Excel
- Attention to detail
- Basic understanding of economics an advantage

**Preferred Area of Study:**





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Business Studies / Mathematics / Financial / Business Forecasting



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# Expense Data Analysis Specialist

	Title	Warranty and Retailer Analyst
	Department	General Motors UK & Ireland - Warranty Department
	Location	Corporate HQ - Griffin House (Luton)
	Brands	Vauxhall, Opel

## The Department:

Warranty Administration is part of the Customer Care Department, based at the Head Office of GM UK & Ireland, Griffin House, Luton. The department is responsible for the Management and control of all financial payments to the Retail (Dealer) Network.

## The Role:

This position involves the Analysis of Warranty Expense data, for internal review and control.

## Key Responsibilities:

- Extensive "Deep Dive" data analysis of Warranty expense and claim/failure trends;
  - By vehicle type e.g. Astra, Corsa, Insignia
  - By specific component area e.g. Engine, Brakes, Steering
  - By Repairing Dealer
  - ❖ Purpose; to provide vital financial expense reporting
  - ❖ Purpose; to provide vital information to the manufacturing facilities Worldwide, on build quality
- Compilation and monitoring of Dealer Warranty data reports, charts and performance statistics.
- Compilation of the data relating to Vauxhall/Opel monthly performance target results
- Assisting in the co-ordination and data analysis provision of Dealer Warranty financial data. This involves communicating with the Technical Field Managers, relevant systems groups and other information sources.
- Creation, preparation and presentation of data for the Monthly "Director level", Warranty & Policy meeting
- Creation and preparation of presentations for various management meetings.
- Collating and preparation of Dealer information for district meetings.
- Other ad-hoc studies as required.

## Opportunities and skills achieved on completion:

- The role will enable an undergraduate to develop their analytical skills in a "live" environment
- Acquire valuable communication skills
- Obtain a realistic insight into how a large company operates
- Opportunity to travel
- Spending time at a Franchised Dealer, giving a beneficial insight into the Retail Network
- The Undergraduate will gain an understanding of the new Global Warranty system, operated by General Motors within Vauxhall Motors and Opel Ireland



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Required skills:

Good numerical, analytical, communication and organisational skills are essential. Sound computer literacy is required, however, training on specific programmes and databases will be provided. It is important to be a responsible and trusted team player with a flexible open-minded approach.





Preferred Area of Study:

Finance or Business Studies with an analytical focus.



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# Customer Care Business Analyst

	Title	Customer Care Business Analyst
	Department	Customer Care Field Operations
	Location	Corporate HQ – Griffin House (Luton)
	Brands	Vauxhall, Opel

## The Department:

The Field Operations Undergraduate is a member of Customer Care, which is part of the Sales, Marketing and Aftersales sector of the organisation. They will report to the Customer Care Field Operations Manager for UK and Ireland. The undergraduate will operate from Griffin House, and the role requires some travel within the UK to meet with departmental staff and Retailers. The primary contacts for the Field Operations Undergraduate are the Customer Care Field Operations Managers UK and Ireland, Technical Field Managers (TFM), Corporate Customer Care Managers (CCCM) and the Customer Care Field Operations Co-ordinator.

## The Role:

The Field Operations Undergraduate will contribute to the achievement of total Customer satisfaction/enthusiasm through their assistance in helping the Technical Field Managers carry out their roles efficiently and effectively. The efficient execution of the undergraduate role depends on full availability of and easy access to information on Retailer business performance measures, customer satisfaction indices, and structural cost data (i.e. warranty and policy costs).

## Key Responsibilities:

- Monitor the TFM's action plans to ensure that they are in line with the national targets in terms of quality control, customer satisfaction and warranty spend.
- Gather and feedback on a monthly basis data regarding Key Performance Indicators (quality control and other customer satisfaction databases) for TFMs and CCCMs and present these figures at a national level through monthly conference calls and face to face meetings.
- Ensure appropriate processes are in place to support retailer training, tooling, Customer Satisfaction (CSI) and 'Fix Right First Time' (FRFT; a quality control database).
- Provide regular performance feedback to the entire Customer Care Field Operations Team to allow for areas of improvement to be identified, facilitating workshops where appropriate.
- Co-ordinate and share best practice tips in the development of business opportunities within the Field Operations Department and Retailer business environment.
- Ensure policies and procedures are appropriately communicated.
- Assist with the administration of ad-hoc projects on behalf of Field Operations such as rolling out surveys to fleet accounts.

To ensure maximum success, the Field Operations Undergraduate will work as a team member to develop improved relationships with the Aftersales District Managers (ADMs). The undergraduate will have the opportunity to liaise with all of the above to align processes in the achievement of common goals.



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**Required Skills:** \_\_\_\_\_

Candidates must possess good problem solving and analytical skills. Sound experience in working with Microsoft Office, in particular Excel, is preferred. Ability to demonstrate inter-personal and customer facing skills would be an advantage. The individual must be comfortable with working independently and possess good planning and organising skills. Strong communication skills are necessary and they must be able to develop good relationships whilst working in a team. It is necessary to be self-motivated and results driven. An understanding of the motor industry would be beneficial.

**Preferred Area of Study:** \_\_\_\_\_




Business/Managerial Studies with analytical/financial route



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# European Retailer Measurement Specialist

	Title	European Retailer Measurement Specialist
	Department	Retail Network Development – Opel/Vauxhall Europe
	Location	Corporate HQ –Griffin House (Luton. By agreement Russelsheim)

## The Department:

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The remit of the European Retail Network Development (RND) department can be defined as 'building and maintaining the best European Retail Network'. Key activities include appointment of new retailers, facility investment and initiating projects aimed at improving overall customer experience.

## The Role:

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The undergraduate will develop an understanding of the functions and workings of a major multinational company by developing inter-departmental contacts at all staff levels and using business systems. In particular develop a thorough understanding of how data analysis is used in the strategic decision making and performance improvement process. This will involve working closely with RND Managers in all key markets across Europe.

## Key Responsibilities:

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- To provide performance analysis reports utilising the following RND systems:
  - Network Manager – Standards compliance monitoring tool
  - Si2 – Sales performance reporting system
  - CSIPAC – Customer Satisfaction monitoring tool
  - BPI – Retailer management account reporting system
- Network Manager/ Network Structure – by utilising the OPEL/VAUXHALL standards measurement tool (Network Manager) and other base data, provide regular updates on the size and shape of the European Retail Network.
- Franchise Standards Compliance - To support the development and improvement in market standards compliance.
- OPEL/VAUXHALL RND SharePoint – Having established yourself the Sharepoint specialist, you will be responsible for content and access management.
- To apply Quality Assurance techniques to ensure data verification and reporting quality.
- To provide ad-hoc reporting and analysis for management and Field Staff providing recommendations and interpretation on results.
- To liaise with numerous parties who will be required to provide data from various sources whilst ensuring a timely and up to date collation.
- Ad - hoc projects and support (e.g. digital strategy research support, competitor internet strategy study)

## Required Skills:

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- The ideal candidate will: be a hard working, enthusiastic and reliable individual with a customer focussed attitude
- Have an organised and flexible approach to work, being able to manage several projects of above average complexity at the same time.



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- Be systems literate – excellent in Excel and Access with the ability to comprehend OPEL/VAUXHALL mainframe systems.
- Be numerate with the ability to interpret and analyse trends
- Have the ability to work on their own initiative
- Be a good team player and able to communicate articulately and effectively with all levels of management
- Be willing to learn



Preferred Area of Study: \_\_\_\_\_

Business Studies, Management Studies, Economics



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# Fleet Sales Analyst

	Title	Fleet Sales Analyst
	Department	Sales, Marketing & Aftersales –Fleet Sales
	Location	Corporate HQ – Technical Centre (Luton)
	Brands	Vauxhall

## The Department:

Fleet Sales is responsible for the sales, marketing and communications for Vauxhall. Fleet Sales is part of the Sales, Marketing and Aftersales department (SM&A), and responsible for new car and van sales to the 25-plus business sector.

## The Role:

To support the fleet sales department through the maintenance of all fleet data, reporting directly to the Fleet Director and National Fleet Sales Manager. To continually develop all fleet systems and processes to ensure that data/information is consistently timely and accurate.

The candidate will gain knowledge of factors that drive sales within the fleet market. A high level of exposure to a wide array of senior managers will ensure the candidate will get a feel of true corporate life.

## Key Responsibilities:

- Producing monthly reports, summarising the performance of Vauxhall at National, Regional and Area level.
- Maintaining and developing the reporting suite.
- Actively assist in managing the fleet database (Salesforce)
- Creating a wide range of ad-hoc analysis across all Fleet Departments.

The candidate would benefit by working within a team focused on sales/customers by analysing sales performance, prioritising customer and prospect management and directing business development activities.

## Required Skills:

- Candidate must possess a high level of numeracy, analytical skills and accuracy.
- Good knowledge of Windows based packages in particular Excel is essential.
- An understanding of the motor industry would be beneficial.
- Good communication skills both oral and written.

A dynamic individual, who is self-motivated and capable of working under his or her own initiative, Good analytical and interpersonal skills and the ability to perform as part of a team and possess the ability to work with individuals at all levels.




## Preferred Area of Study:

Business related degree with an Analytical focus.



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# Retailer Measurement Specialist – Mystery Shop & Standards

	Title	Retailer Measurement Specialist – Mystery Shop & Standards
	Department	Retail Network Development – Vauxhall UK & Ireland
	Location	Corporate HQ – Griffin House (Luton)

## The Department:

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The Retail Network Development (RND) department is responsible for 'building and maintaining the best retail networks'. The role of RND department is to ensure that the 'Right Retail Operators' are appointed in the 'Right Locations, with the 'Right Business model' to ensure that our retailers optimise the sales of cars and parts, provide the best possible customer experience and remain profitable.

## The Role:

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The undergraduate will develop an understanding of the functions and workings of a major multinational company. They will be required to develop contacts with colleagues at all staff levels and from external agencies thereby developing their communication skills. In particular they will carry out key analysis on retailer performance and develop an understanding of how data analysis will be used for strategic decision making and performance improvement processes.

## Key Responsibilities:

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- To provide monthly standards compliance reports to key business stakeholders and quarterly compliance reports for the Standards Review board. You will be responsible for handling day to day queries and providing support to both Retailers and Field Teams.
- To coordinate the administration of the Vauxhall Mystery Shop programme, produce programme reporting and resolve overrides & invoice queries.
- To provide day-to-day management of important online performance tools used by Head Office, Field staff and Retailers. To develop proposals for increased use of the sites and to increase efficiency of the systems. You will also be responsible for data supply/accuracy of these key on-line Retailer Performance Measurement processes.
- To produce a number of reports monitoring retailer performance and collate key scorecard results from all areas of Retail Network Development to distribution in a monthly executive scorecard briefing.
- To actively maintain and improve the department Socrates intranet web site, posting important reports, news items and up-to-date retailer photographs, and develop creative solutions for added value
- To maintain the Franchise Applications process and track status of all pending applicants.
- To provide ad-hoc project support reporting and analysis for management and Field Staff providing recommendations and interpretation on results.
- During your placement period you will have the opportunity to visit a number of retailers to further your understanding of the important elements of their business and experience other RND department operations.

## Required Skills:

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The ideal candidate will:

- Be a hardworking, enthusiastic and reliable individual with a customer focused attitude



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- Keen attention to detail and trends
- Have an organised and flexible approach to work, being able to manage several projects concurrently
- Be systems literate – capable in Excel and with a keenness to learn and apply new techniques
- Be numerate and be able to interpret and analyse trends
- Have the ability to work on their own initiative
- Be a good team player
- Have good communication skills
- Be a quick learner and willing to acquire new knowledge and skills




Preferred Area of Study: \_\_\_\_\_

Business Studies, Management Studies, Economics



**VAUXHALL**

# Operations Services Business Analyst

	Title	Operations Services Business Analyst
	Department	Operations Services, Sales & Marketing
	Location	Corporate HQ – Griffin House (Luton)

## The Department:

Operations Services are responsible for the Order To Delivery (OTD) of all Vauxhall Vehicles, including Ordering, Forecasting, Logistics and Inventory Management. In addition we manage and develop all OTD systems, including Order Workbench and vehicle Registration systems.

## The Role:

- Assist in analysis of Retailer vehicle ordering and inventory management.
- Coordinate Customer Order Tracking Project - Via Vauxhall.co.uk and produce weekly usage reports. Analyse Customer survey responses and develop new ideas for Customer Order Tracking.
- Manage and update monthly the Retailer Stock Management tool and trim mix report. Produce monthly Retailer and Groups Stock projections and orders required to achieve forecast. Develop and conduct Retailer training to improve usage of monthly files
- Produce daily and weekly logistics reports analysing compound stock, deliverable vehicles, carrier performance and identification of lates vehicles.
- Manage and develop process to identify 'Late Released vehicles'. Accurately capture each vehicle ordered and allocate a forecast Build Week, forecast Delivery Week and Calculated Releasing Week. Communicate file to Carline Control. Analyse accuracy of Anticipated Delivery Period quoted in Order Workbench and conduct ad hoc Build to Order analysis.
- Preparation of presentations for various management meetings.
- Assist in testing and roll out of new Vehicle Ordering and Locating System ( Order Workbench)
- Check Order Workbench vehicle descriptions, identify and fix Order Workbench errors
- Assist in Month End reporting from AFRL develop Field team reports
- Produce ad hoc Order Fulfilment reports as required
- Document reports and processes
- AD Hoc projects as required

## Required Skills:

- Ability to use Advanced Excel, Microsoft Access, and Word
- Strong numerical and analytical skills
- Good organisation skills, ability to meet strict deadlines

## Preferred Area of Study:

Business Studies / Mathematics / Financial / Business Forecasting / Logistics

## Internal & External Contacts:

### *Internal:*

- Operations Services



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- Retail and Fleet Sales Depts
- Finance
- Marketing
- Logistics




*External:*

- Retail Operators, Sales Managers and Sales Administrators
- DVLA
- SMMT
- GMAC
- Gefco Logistics



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# Customer Experience and Public Affairs Assistant

	Title	Customer Experience and Public Affairs Assistant
	Department	Government Relations and Customer Experience – GM UK & Ireland
	Location	Corporate HQ – Griffin House (Luton)

## The Departments:

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The customer experience team is responsible for implementing customer experience improvements across the organisation and the Government Relations department is responsible for representing GM's interests in British politics. The Government Relations department ensures that there is an effective relationship between government and works to make the UK an attractive place for us to operate.

## The Role:

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The undergraduate will develop an understanding of the functions and workings of a major multinational company. They will be required to develop contacts with colleagues at all staff levels and from external agencies thereby developing their communication skills. The role will combine aspects of both customer experience and public sector working. Half of the time will be spent working on policy issues and researching the impact of policy on the business and working to influence our view with Government. This side of the role will give experience of the cut and thrust of the political world. The customer experience aspect will be focused on ensuring the retailers provide the best possible customer experience in both Sales and Service departments. This will give an understanding of how the automotive industry works and provide a more business orientated aspect to the role. You will also assist in developing Vauxhall Corporate Social Responsibility strategy by doing researches, presentation and ad hoc projects.

## Key Responsibilities:

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- Coordinate the Customer Satisfaction survey process for Sales and Aftersales. Propose ways to maximise the potential of this measurement to improve retailer customer handling.
- Providing regular results to the Directors explaining the retailer's satisfaction with Vauxhall
- Assist in launching different Customer experience related programs
- Assist in implementing Vauxhall Corporate Social Responsibility process
- Monitor political developments which may impact the business and provide briefing documents outlining the issues involved.
- Communicate with MP's, Ministers, civilservants and other key stakeholders to develop an effective network for lobbying GM issues.
- You will be required to attend external events and engage with external groups to drive our issues into the public sphere.
- You will need an understanding of the UK political system and understand how to bring our issue to light through various means. Some of the work will be in-direct lobbying through blogs, websites, EDM's and direct work with local MP's.

## Required Skills:

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The ideal candidate will:

- Be self-motivated, enthusiastic and hard working with a customer focused attitude



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- Be able to communicate effectively and confidently with all levels of management and work well in a team environment
- Have an organised approach to work, with the ability to manage several complex projects simultaneously without the need for close supervision.
- Be able to manage the requirements of different departments at the same time and ensure all work is delivered to deadline
- Be willing to learn new knowledge and skills
- Take a flexible and organised approach to your work
- Be computer literate, with experience of Excel, Word and PowerPoint.



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# Chevrolet Retail Sales and Operations Coordinator

	Title	Retail Sales and Operations Coordinator
	Department	Retail Sales Operations
	Location	Griffin House (Luton)
	Brands	Chevrolet

## Primary Responsibilities:

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### Regional Manager Support

- National Weekly Outlook Report
- Daily MVRIS reporting
- Daily free stock reporting
- Co-ordination of Regional Manager dispensation budgets
- Office support for sales Regional Managers

### Dealer Support

- Chevrolet Advantage Programme co-ordination
- Office support for sales related dealer queries

### Programme co-ordination

- Central co-ordination of Digivoice programme for sales
- Main contact point for sales mystery shop programme
- Sales Programmes co-ordination
- Sales programmes roll-out

### Other areas

- Co-ordinator of sales field meetings
- Publishing dealer bulletins on CNA
- New dealer set-up support
- Lead- It in conjunction with marketing
- SAP – raise departmental P.O's

## Required Skills:

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- Microsoft Office especially Word, Excel and Powerpoint
- Telephone skills
- Numeracy
- Literacy
- Sound organisational skills



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# UK Rental Support Analyst

	Title	UK Rental Support Analyst
	Department	UK Rental Team
	Location	Corporate HQ – Technical Centre (Luton)
	Brands	Vauxhall

## The Department:

Fleet Sales is part of the Sales, Service and Marketing Function of Vauxhall Motors and is responsible for the selling of new Vauxhall cars and vans to the business sector.

The UK Rental team manages the negotiation, sale, planning, ordering, and delivery of 30% of Vauxhall Fleet's registrations, to the UK car and van hire market.

## The Role:

To provide customer and administrative support along with data analysis for the UK Rental Department and UK Rental Customers particularly in the areas of fielding customer enquiries and requests, data collation, reporting and analysis of orders, stock and registrations.

## Key Responsibilities:

- Act as support contact to all UK rental customers and dealer enquiries in order to offer adequate respond times and updates – including
- Create, communicate and maintain/action new Rental department enquiry e-mail inbox
- Produce daily registration and stock reports for customers, retailers and internal groups.
- Produce and distribute weekly stock reports to Rental Customers and Retailers
- Provide adhoc administrative support to Account Managers and UK Rental Manager
- Create and maintain database of Rental Customer details and ensure Salesforce system is accurate and up to date
- Assist in developing and maintaining customer Fleet Plans based on customer and account manager input
- Monitor stock versus forecast and report position
- Monitor over age stock position in line with company objectives
- Carry out weekly check of new vehicle orders placed by Inventory team – identifying errors and models where no support exists in current contract
- Monitor progress of all customer vehicle orders and match to fleet plans. Instigate recovery action if necessary
- Administer invoice control procedures. Check accuracy of invoices prior to obtaining authorisation from appropriate managers
- Assist with general office administration as and when required including collating and submitting of dispensation payment requests
- Assist in creating and completing customer contracts and necessary amendments or updates to GMAC Schedules when necessary including chasing of signed copies
- Attend operational and sales meetings as necessary i.e. logistics, network q, retailer, customer, forecast etc.
- Monitor Rental market performance via SMMT and highlight model trends and Vauxhall position monthly



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Required Skills:

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- Highly numerate, accurate and able to work to a fine level of detail
- High level of competency in IT skills with particular emphasis on Microsoft Excel, Access, Word & Powerpoint
- Effective communication skills are required as there is a need to develop relationships with internal and external customers and suppliers
- Good administration and follow procedures and the ability to work to tight deadlines and prioritise work
- Good written and verbal communication and liaison skills

Preferred Area of Study:

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Business/Managerial Studies



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