

# After Sales Marketing & Programmes Student

Role in a nutshell:

<b>Reporting to</b>	Nellie Melbourne	<b>Department</b>	After Sales	<b>Grade</b>	5	<b>Location</b>	First Floor	<b>Direct Reports</b>	0
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**A bit about the After-Sales student role :**

<b>What you'll be doing:</b>
<ul style="list-style-type: none"> <li>• Single point of contact for the U.K's Toyota Online Service Booking system enquiries</li> <li>• Instrumental in developing and improving the Online Service Booking system</li> <li>• Work closely with the After sales marketing Specialist on all things relating to the successful function of the Marketing team – you will be involved in all aspects of marketing – SEO,PPC, Digital, Direct, Web development &amp; the management of those channels</li> <li>• Ad hoc projects to support After Sales programmes like researching competitor initiatives and making recommendations for your wider team on how we can improve our business</li> <li>• Learning about all the programmes and products and becoming an authority – things like Service Plans, Warranties, Hybrid, Servicing, Insurance, Roadside Assistance etc.</li> <li>• Learning about Body Shop &amp; Trade channels</li> </ul>

<b>Experience you'll gain:</b>
<ul style="list-style-type: none"> <li>• You will get an all rounded experience of After Sales &amp; Value Chain</li> <li>• You will manage suppliers and assist with budget tracking</li> <li>• You will learn how to take an idea and make it a reality</li> <li>• You will become proficient in Marketing disciplines</li> </ul>

<b>How we'll support you :</b>
<ul style="list-style-type: none"> <li>• Give you guidance and training</li> <li>• Allow you to present your ideas at all levels</li> <li>• Get involved with projects and lead some</li> <li>• Expose you to many relationships and opportunities</li> </ul> <p><b>As a manager:</b></p> <ul style="list-style-type: none"> <li>• Give you freedom to learn and make mistakes</li> <li>• Give you weekly support and one to one time</li> <li>• Assist you with 6 years' experience managing students</li> </ul>

<b>How you could stretch this role :</b>
<ul style="list-style-type: none"> <li>• We are open to improved ways of working</li> <li>• We encourage Kaizen</li> <li>• We encourage genchi genbutsu</li> <li>• We encourage Muda</li> </ul>

<b>What you'll get to own :</b>
<ul style="list-style-type: none"> <li>• <i>Marketing channels</i></li> <li>• <i>Online service Booking</i></li> <li>• <i>Various projects</i></li> </ul>

**Qualifications and experience you'll need :****Essential**

- Customer relations experience – whether in a shop/office etc. We understand you are a student but we expect you to have had a weekend or part time job at some point where you were dealing with Customers as this job will need you to speak with Dealers, Field teams, Suppliers and Customers

**Desirable**

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**Skills & Behaviours you'll have :****Essential**

- Can do attitude, flexibility, ability to juggle many things at one go. Overall positive attitude. Ambition.

**Desirable**

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In line with our Talent Enablement culture, we will give you ownership and encourage you to deliver outcomes that lie outside of the remit of this Job Profile. We do this to give you extra experience, to stretch and develop you within your role, enabling you to be the best you can be.