

ConsumerOne, Placement Student

Role in a nutshell:

Reporting to	Manager, Customer Experience & Innovation	Department	ConsumerOne	Grade	5	Location	Burgh Heath	Direct Reports	0
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A bit about the ConsumerOne Student Role :

What you'll be doing:

We are excited to be recruiting for a ConsumerOne placement student. The successful candidate will support the development of a variety of customer experience initiatives across Toyota & Lexus. This is a chance to be part of a team that will deliver change and improvements that makes a measurable difference to our customers.

We always start with the voice of the customer to discover where and why we need to change. You will use this insight to work with and engage a number of stakeholders across the business to test and implement innovative ideas.

A core source of insight is derived from our Customer Experience Programme, our new mystery shopping programme. It will be your responsibility to co-ordinate the programme for both Toyota and Lexus. You will be the first point of contact for all levels within TGB and the Network of dealerships. You will analyse the results, develop presentations to share findings with stakeholders and manage quarterly activity across the business. You will also gain experience of managing the relationship with third party partners/agencies. Understanding the performance of our franchised dealership network in providing the customer experience that our customers expect from our brand is key in helping to drive improvements so that we can... *do business the way customers love!*

In addition to the Customer Experience Programme, you will also have the opportunity to support new initiatives and pilots. You will attend and support working groups to help the development of business priorities. It will be an environment that is fast-paced, dynamic, lots of variety and fun!

Experience you'll gain:

Working in the ConsumerOne team will give you a wide breadth of experience:

- Supporting company-wide initiatives
- Developing project management skills
- Coordinating third parties / agencies
- Visiting and working with our dealer network
- Hosting meetings and presenting to a large group of stakeholders
- Attending various workshops and training courses
- Being part of a close-knit and supportive team

How we'll support you:

Enabling you to be the best you can is top on the list at TGB, so it's important we provide the best support we can.

As a manager, I will support you by:

- Identifying projects that provide an opportunity for development
- A personal and professional development plan
- Quarterly reviews with a range of training & support available
- Regular 121 meetings and feedback on your progress

How you could stretch this role:

We really hope our placement student brings fresh ideas to support our common goal; to do business the way customers love.

Taking the initiative to explore a new idea and develop a recommendation will demonstrate development and stretch.

Don't be afraid to ask questions and challenge existing practices.

Apply your creative and lateral thinking to everything we do.

What you'll get to own:

Being responsible for running our Customer Experience Programme at TGB, so we need someone super organised to keep on top of things.

Being a key contact for stakeholders across the business, responding to queries and providing support to shape recommendations for future development of our programmes.

Acting as the principal contact for external agencies, providing accurate and on time information to help the running of programmes and initiatives.

Working closely within ConsumerOne to support the development of pilots, assisting with scoping, customer insight, analysis and recommendations.

Qualifications and experience you'll need :

A Placement Student requiring two years work experience as part of their University degree programme.

Skills & Behaviours you'll have:

To be considered for this role, you'll need to be:

Essential

- Customer focussed- ability to put self in someone else's shoes and assume different perspectives
- Logical thinker with strong analytical skills and willingness to question and challenge existing practices
- Excellent communication skills
- Self-motivated, willing to work without supervision
- Persistent
- IT literate with good MS Office skills
- Adaptable

Desirable

- Ability to influence and persuade
- Training skills
- Project management

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.