

# Network Development Student

**Role in a nutshell:** To assist in the development, implementation and maintenance of the 'Look & Feel' of the Toyota and Lexus Centre Networks, including the 'Digital' showroom.

<b>Reporting to</b>	Sarah Mepham	<b>Department</b>	Network Development	<b>Grade</b>	Student	<b>Location</b>	Burgh Heath	<b>Direct Reports</b>	0
---------------------	--------------	-------------------	---------------------	--------------	---------	-----------------	-------------	-----------------------	---

**A bit about Network Development:** To deliver the ultimate customer experience with the most agile, professional and profitable Retailer Network in the industry through all sales channels for both Toyota and Lexus.

### What you'll be doing:

- You will be working with Manager, Franchise Development to develop new items for the both the Toyota and Lexus showrooms to improve the customer's experience, both digital and physical and deliver the franchise representation strategy at a local level
- Act as a 'Brand Guardian' for both Toyota and Lexus and work with the Centre to ensure the franchise standards in relation to Retail Concept and Corporate Identity are compiled to
- You'll have to think on your feet and handle a variety of queries for out Centre partners
- You'll have to use your problem solving skills to resolve issues and escalate queries where necessary
- You will be involved with Toyota Motors Europe and the Lexus Europe Division to ensure the UK compiles to programmes
- You will prepare case studies of best practice usage of digital technology within the showroom environment.
- You will help develop materials for use by the Retailer Digitalisation Managers in promoting best practice
- You will monitor the implementation of best practice initiatives through the development and management of appropriate tracking documents
- Act as the principal contact for a range of questions on the implementation of best practice initiatives
- You will research and analyse the effectiveness of different programmes and initiatives, and recommend appropriate solutions
- RORY's STUFF

### Experience you'll gain:

- Lots! Working in a high performing commercial department of a National Sales and Marketing HQ, we will help you understand processes as well as equip you to leave your own legacy

### How we'll support you:

- We'll give you training on all the systems you are required to use in the role
- We'll make sure you understand the function of the department and how your role is involved
- We'll give you the appropriate back ground information so you can plan and research, implement a plan and deliver projects

### As a manager:

- As part of the TGB Management Deal, you will be provided with support from your manager and a personalised development plan will be agreed with you and reviewed on a quarterly basis

**How you could stretch this role:**

- You will be asked to take ownership of projects which will increase your knowledge and skills base
- 
- Embrace our innovative change culture by identifying non-value adding task and proposing ideas for improvements, and helping to implement the solution(s)

**What you'll get to own:**

- Reporting on use of digital tools in the network
- 

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

- IT literate with good MS Office skills

**Desirable**

- Training skills
- Microsoft Access skills

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

- A logical thinker who is willing to question and challenge existing practices
- Confident in communicating with TGB employees at all level and also interacting with Centre staff and external suppliers
- A self-motivated person, who is willing to take ownership of a task or project from start to finish, often working on their own
- A flexible attitude, always looking for the best, if not the easiest, solution
- An energetic and positive outlook and a problem solving mind-set

**Desirable**

- It would be great if you had an understanding of the Motor Industry customer journey, both in the 'Digital' and 'Physical' worlds

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.

This role is involved with numerous projects and the student will be involved fully, from project kick-off, brainstorming, research, project planning to development and role out