

National Purchasing Team Leader

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Company: Cox Automotive

Location: United Kingdom

Category: business-and-financial-operations

Money4yourMotors Ltd is part of the Cox Automotive UK group of companies and is one of the UK's best known consumer car buying businesses.

Scope of Role:

The National Purchasing department serves as the initial contact point for customers looking to sell their vehicle to us. This team is responsible for quickly building rapport with customers, accurately identifying the vehicle condition, negotiating, purchasing, and converting leads. It plays a crucial role within the consumer car buying business, collaborating across functions to ensure a smooth selling experience for the customer whilst minimising business risk associated with the units that may encounter issues during the remarketing process. The role of a Team Leader is to motivate a team of Vehicle Purchasers based both at head office and remotely, to drive high performance and to coach and support individuals to support their overall development.

Objectives for Role:

Driving a High-Performance Culture: Have the ability to motivate and incentivise Purchasers to convert leads into purchased units, through coaching and by creating a culture of continued target achievement.

KPI focus: Understand the business metrics and what needs to be achieved. Utilise your

knowledge and experience of operating in a KPI driven environment to ensure that all Team Members are achieving and exceeding targets.

Sales Negotiation and Call Volume: Have the ability to operate in a fast paced, sales environment, utilising your B2C skills and experience to provide a first-class selling experience and converting leads into purchased units. Utilise your skills and experience to share best practice through coaching and continuous improvement, so that all Purchasers are provided with the tools that they need to provide a seamless end to end customer journey.

Coaching and development in a sales environment: Promote a feedback culture by undertaking performance reviews with your team. Collaborate with internal teams to support coaching, continual improvement and KPI achievement.

Providing escalation and support route to team: Utilise your skills and experience to ensure that all call, lead and purchasing targets are met in line with business requirements. Where required support the purchasing team with call handling, Inspection and purchasing to ensure that all business metrics are achieved. Responding to customer complaints and feedback.

Customer Centric Approach: Operate in line with our Money4yourMotors values, specifically we do the right thing, to ensure that all customers receive a world class service when selling their vehicle. Responsible for forging strong professional relationships with customers, Team members and the wider Cox Automotive business to drive engagement and satisfaction.

Attention to Detail: The role holder must have a strong attention to detail to ensure that the car buying business process are adhered to, and Purchasers are following the processes that are in place.

Perform any other related duties as assigned to meet the needs of the business and support overall operational success.

Skills, Knowledge and Experience:

People management

Track record in motivating and driving results in a team.

Ability to work within and meet quality and SLA KPI requirements.

Knowledge in the art of negotiation and overcoming barriers.

Ability to understand and analyse data to improve performance.

Preferrable HR experience – absence investigations, disciplinary and grievance.

Enthusiastic about leveraging new technology to support continuous improvement.

STRICTLY NO AGENCIES PLEASE

We work with a carefully selected set of recruitment agencies and we're not looking to add to our PSL.

We do not accept unsolicited agency CV's sent to the recruitment team or directly to the hiring manager. We will not be responsible for any fees related to unsolicited CV's.

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