

Service Development Manager

Lightfoot is an award-winning, government-backed clean technology engineering company that is helping to make roads safer, the environment cleaner and business vehicles less expensive to run.

Lightfoot rewards better drivers with a platform that monetises good driving.

A 'Fitbit for cars and vans', Lightfoot is pioneering a new standard for measuring efficient driving. Lightfoot's technology has been developed in partnership with the Institute of Advanced Motorists and leading driver-behavior experts at Bath University. Using advanced, real-time engine analytics, that measures different factors such as load and road gradients, it provides live, in-cab coaching to help drivers improve efficiency and safety.

Job Outline

The Service Development Manager (SDM) will take a lead in process improvements that enhance our service to customers. Key to this will be a good understanding of the needs and opportunities of the business, informed by data analysis and reporting, including the line management of the Customer Service Analyst. Within the role, relationships with both internal and external customers will be important. The SDM will form a strong working relationship with the Customer Service Manager to deliver a continuously improving service to our customers.

Roles & Responsibilities

- Lead process and system improvement to continually improve both the customer experience and efficiency of the function.
- Line manage the Customer Service Analyst and lead outputs from that role
- Data Analysis (performance reporting and trend analysis, first time fix rate, case root causes etc. as well as collating information required for board reporting)
- Work with the Customer Service Manager to ensure fleet health (DNRs) is in line with agreed targets
- Manage proactive health / service visits of large fleets (Usually where Lightfoot is connected to PSM as opposed to OBD)
- Lead relationships with 3rd party fitting resource partners, including contract reviews, renewals and performance.
- Develop, maintain and manage positive working relationships with customers (both internal and external)
- Manage customer specific projects, including where customers have reporting requirements linked to issues / cases etc. This may include liaison with other departments across the business and customers directly.
- Act as a product manager for Internal Tools (LF Portal) used by the Customer Service team.
- Take a lead in co-ordinating Salesforce enhancements and become proficient in making non-technical Salesforce tasks & reporting (Administrator level)
- Working collaboratively with other team members and providing cover where necessary

Desired qualifications, skills and experience

- Demonstrable process / service improvement experience - **essential**
- Product Management experience – **essential**

- Line Management experience - **essential**
- Data Analyst experience - **essential**
- First-class problem-solving & analytical skills - **essential**
- Ability to use data to inform decision making – **essential**
- Strong analysis and report writing – **essential**
- Excellent attention to detail and accuracy – **essential**
- Must be able to understand a problem and design a solution to fix it – **essential**
- An excellent working knowledge of Microsoft Packages - **essential**
- Higher education including good Maths and English – **essential**
- Experience working within an automotive environment - **beneficial**
- 12 months in a Service Development Manager role - **beneficial**
- Outstanding development skills – **beneficial**
- Experience in developing successful customer experience plans – **beneficial**
- Experience using Salesforce CRM – **beneficial**
- Data Analysis qualification/s – **beneficial**

Personal characteristics

- Excellent people skills to develop highly effective relationships both with external customers and key internal stakeholders
- Ability to operate at all levels, communicating equally effectively with junior members and senior managers / directors alike
- Excellent understanding of Lightfoot
- Project Management
- People management
- Flexibility
- Efficient, proactive
- Driven to deliver results
- Confident
- A problem solver, able to use own initiative
- Ability to work to strict deadlines
- Prioritisation of workloads
- Good communication skills
- Ability to work under pressure
- Data and analytical skills

Salary & Benefits

- £29,000 to £37,000 depending on experience
- Hybrid working
- Membership of employee bonus scheme
- 24 days leave entitlement plus Bank Holidays (pro rata) plus your birthday off
- Health and dental support
- Your own Lightfoot and associated benefits

Location

- There is the opportunity for Hybrid working (office & home working). Office space based on the outskirts of Exeter.