

CAFFYNS PLC

JOB DESCRIPTION

JOB TITLE:	Parts Manager
BRANCH:	Haywards Heath Volkswagen
DEPARTMENT:	Parts
HOURS:	7.30am – 5.30pm Monday to Friday
SALARY:	Commensurate with skills and responsibilities

MAIN PURPOSE OF JOB

To be responsible to the Aftersales Manager for the efficient running and profitability of the parts department at Haywards Heath.

To be responsible for supervising all Volkswagen parts operations that fall within the Dealer territory. To implement company and manufacturer procedures where necessary as agreed with the Aftersales Manager and which are within company policies.

To sell and supply Manufacturer parts to Trade and Retail customers.

1) MAIN WORKING RELATIONSHIPS:

1.1) Responsible to:

Aftersales Manager

1.2) Responsible for:

Parts department staff

1.3) Relationships with:

Other core branch departmental and administrative staff

Other regional branches' managerial and departmental staff

Other branch staff

Head Office staff

Manufacturers' parts representatives

Representatives from other nominated and approved suppliers

2) OBJECTIVES AND KEY TASKS:

2.1) Sales

Through market research and analysis to take every opportunity to maximise parts sales through the core branch parts departments of both franchise parts and other profitable approved products.

To achieve Volkswagen purchase and Caffyns Sales Objectives.

To work in conjunction with other members of the Service and Sales teams to provide outstanding customer service.

To monitor the parts sales performances of the branch parts departments and to advise the Aftersales Manager of “fall down” areas, to recommend improvements and to ensure that agreed improvements are implemented.

To keep work stations clean and tidy at all time. To make number plates as requested. To ensure the till is reconciled on a daily basis. To inform Retail and Trade customers at the earliest opportunity of any delay when parts ordered. To ensure security of company property at all times. To comply with company regulations and consumer legislation at all times. To receive and identify stock and check goods from suppliers within company policy. To locate items in warehouse correctly at all times. To ensure accurate identification of customer's needs by means of parts catalogues and computer lists, i.e. Epc, Kis, Delphi and Power UCS. To conduct all transactions with customers with the utmost courtesy at all times. To ensure that stock is only issued in accordance with policy regarding payment or charge. To guard against unauthorised withdrawal from stock at all times. To inform Aftersales Manager of any stock discrepancies at all times. To communicate clearly and politely on the telephone at all times. To be able to order all customer parts order requirements via manufacturers computerised ordering systems, i.e. Unidial, Sap, Hills No plates, etc.

2.2) Profit

To ensure through following correct company procedures that all parts sales are sold profitably and the required gross profit margins achieved in line with department budget.

2.3) Accounts

To ensure through regular monitoring of purchase invoices that correct buying terms are being given throughout the region.

To ensure all sales invoices are processed accurately and submitted on time.

To be responsible for supervising the collection of the department's trade customer overdue accounts.

2.4) Stock Control

Through constant monitoring to ensure that the parts department stock does not exceed the Head Office set stock level and to report the Aftersales Manager any excess stock levels.

To ensure that the budgeted parts stock turn figure is achieved at all times.

Through constant monitoring to ensure that the “external purchases” set figures are not exceeded.

2.5) Budgets

To ensure that the parts department achieves the budget objectives through daily, weekly and monthly examination of the Management Accounts and to meet the composite yardsticks prepared and issued by the manufacturers, and to take corrective action as necessary.

2.6) Manufacturer

To maintain an on-going, close working relationship with manufacturer representatives, and to be fully conversant with all Volkswagen parts policies and procedures. To achieve the Volkswagen annual parts purchase target within set company parameters and to maximise rebate earnings. To ensure that all Volkswagen parts brand standards are met and maintained.

2.7) Customers

To constantly achieve a high level of customer service utilising the facility and varied marketing mediums, whilst at all times scoring above the National benchmark for Customer Satisfaction Index.

3) JOB FUNCTIONS:

3.1) Staff and Training

To ensure that the parts department is staffed to the correct level and that the required level of “sales per employee” is achieved.

To ensure that parts staff are trained to the required standard.

To ensure through personal example and leadership that a parts team is created which by its own example, enthusiasm, professionalism and motivation will maximise the Volkswagen parts market to its full potential.

To recommend to the Aftersales Manager if any parts staff disciplinary action is deemed necessary.

To ensure that both company and manufacturer’s parts training standards are achieved and maintained at all times.

To establish training requirements and in consultation with the Head Office Training Executive to plan company parts training courses.

To maintain training records and ensure such documentation is accurate and kept up to date.

To organise any necessary “in-branch” parts training to ensure that the quality of customer parts service is maintained.

3.2) Administration

To ensure that all clerical procedures within the region’s parts departments are carried out in accordance with company policies.

In conjunction with the Aftersales Manager Principal periodically review parts department's activities, procedures and reporting systems.

To ensure all paperwork, documentation and requisitions are properly recorded within the stock control, system.

To ensure that all credit sales are made to an authorised signatory or approved account.

To keep all parts catalogues, manufacturers lists, etc updated and tidy in either hard copy or on Pc

3.4) Health and Safety

Caffyns has an obligation under the Health and Safety at work act 1974 to provide safe and healthy working conditions. All employees are required to co-operate with management in discharging this responsibility and must take responsible care for the health and safety of themselves and others.

To ensure that the company's Health and Safety policy, procedures, records and notices are complied with at all times.

To ensure safety and security procedures to protect staff and company policy are maintained at all times.

3.5) Communications

To ensure good communication with parts department staff at all times.

To effective liaise with other departmental managers.

To regularly communicate the parts department's operating and financial performance to the parts staff.

Maintain close relationship with the manufacturers, suppliers, statutory representatives and all other business related contacts.

To advise the Aftersales Manager on all related matters of importance.

To assist in any sales marketing activity as required.

To ensure all transactions take place according to dealership policy.

To ensure security of all cash and cheques received.

All goods in checked for conformity with orders/ delivery notes.

All issues made with receipt, payment or authorised signature.

CSI scores to achieve targets set by company.

4) OTHER DUTIES:

This list of duties is not exhaustive and other tasks and responsibilities will be required of the post holder as requested by Aftersales Manager, to include supporting the Aftersales Manager with Aftersales reporting and Workshop Control coverage as/when required.

5) CONFIDENTIALITY:

All information relating to customers and the business is to be treated confidentially in line with Company procedures.

6) TERMS AND CONDITIONS OF EMPLOYMENT:

Other terms and conditions are as reflected in the contract of employment and company policies and procedures, as amended from time to time and as governed by statute.

(A job description is a written statement of essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved).

Parts Manager

10th April 2026

Kyle Blomquist

Person Specification
Parts Manager
Haywards Heath Volkswagen

Qualifications

Essential

GCSE Grade C or above in English and Maths or equivalent

Desirable

City and Guilds in Motor Vehicle Technology or Vehicle Parts

NVQ Qualification in Motor Vehicle Parts

NVQ Qualification in Customer Satisfaction

Attainments/ Competencies

Essential

Good knowledge of Parts Stock Control

Ability and skills to deal with the overall management of the Parts Department

Good understanding of all Financial KPI's of Parts

A good level of appropriate training relevant to a parts department

Good knowledge of Trade business

Desirable

Knowledge of/can demonstrate ability to work with Power UCS (in-house IT system designed for the motor retail industry)

Knowledge of Microsoft Word and Excel spread sheets

Skills Required

Essential

Good oral and written communication skills

Ability to work in a customer focused manner

Can lead by example and is totally focused on providing a high level of Customer Care

Able to motivate and lead others to perform in all aspects of their role

A good level of IT skills

Special aptitudes

Essential

Self-motivated and able to work under pressure

Commitment to Caffyns' aims and objectives

Parts Manager

10th April 2026

Kyle Blomquist