



MORGAN MOTOR COMPANY

Job Title: Aftersales Technical Development Officer
Reporting to: Aftersales Manager
Location: Malvern, Worcestershire

The Company

Morgan Motor Company has been handcrafting sports cars since 1909 and is one of the world's pre-eminent coachbuilders. Pioneering its unique blend of traditional craftsmanship and modern technology, every Morgan is handmade to order.

The historic home of Morgan is at Pickersleigh Road in Malvern Link, Worcestershire. This is the only place in the world where Morgan cars are built. Steeped in history, the hallowed red brick buildings are home to one of the most unique automotive production facilities in the world.

Morgan sports cars are hand crafted using three core elements: ash, aluminium, and leather. Every car is entirely unique, built to the highest standards by passionate craftsmen and women, whose skills are handed down through generations and perfected over a lifetime, bringing together heritage, innovation, and cutting-edge technology.

Morgan's model line-up comprises Super 3, Plus Four and Plus Six. All models are characterised by their driving experience, and regardless of the model chosen, every journey in a Morgan is an adventure.

Morgan employs around 250 people at its Malvern factory. Morgan distributes via a network of c.70 dealers globally, with export markets representing around 70% of production demand annually.

Morgan is an inclusive organisation that provides a welcoming environment for everyone, we celebrate the diversity of our community and embrace equal opportunities for all by promoting a workplace that is free from discrimination of any kind. We encourage job applications from all and actively seek to add fresh perspectives and new ideas to our hardworking and passionate workforce.

The Role

The ideal candidate will support the Aftersales development of Morgan dealers and reinvigorate Morgan's current dealer training programme, which is based within the Aftersales department.

Morgan is looking for a forward-thinking and passionate person who is technically familiar with Morgan cars and automotive products, and who is also experienced in developing Aftersales programmes to grow the Aftersales business and deliver customer satisfaction, as well as delivering training programmes for dealer Aftersales staff and service technicians. The role will be reporting to and working alongside the Aftersales Manager day-to-day and will focus on creating and maintaining practical tools and programmes as well as face to face training. It will involve building a digital library of training resources that are published to the dealer network via the appropriate training platform and dealer portal.

The role will involve setting up programmes and training as well as ensuring dealer participation to drive up product knowledge and facilitate efficient repair times within the Aftersales teams at Morgan dealerships worldwide to ultimately improve customer experience. Morgan is a business that welcomes continuous innovation and technical improvement, and we are looking to use the best technology to support and train dealer staff in markets around the world.

The successful candidate will have the ability to perform the following functions included within the role:

Support programmes and Training syllabus / course content:

- Create and implement Aftersales programmes.
- Create a syllabus and course content.
- Work with suppliers to create a digital library that can be accessed by dealer staff anywhere in the world.
- Ensure that content facilitates efficient and high-quality repairs for customer cars when they visit a dealer workshop.

Project and team management:

- Demonstratable ability for innovation, investigation, timing, task breakdown and planning.
- Ability to manage a project, timings, tasks, and the distribution of work.
- Develop influential relationships with stakeholders in different parts of the company in order to deliver.

Supplier management:

- Ability to manage relationships and project scopes with a small number of external businesses that provide digital and web services to Morgan.

Desired Skills & Knowledge

- Ability to understand the needs of dealer Aftersales service manager, staff, and service technicians to deliver relevant programmes and targeted training content.
- Previous experience in Senior Qualified or Master Technician level roles.
- Automotive Engineering background.
- Previous training or lecturing roles.
- Project management experience.
- Strong communication skills.
- Ability to influence and drive change.
- Multilingual communication skills would be welcomed.

The Person

- Self-motivated, organised, able to time manage, with a passion for the development of many system types.
- Ability to confidently manage stakeholders across the business, at external suppliers and dealer network.
- Excellent written and verbal communication skills.
- An engaging and confident personality who will deliver training in a positive manner.
- Must demonstrate an adaptable approach and display an openness to change.
- Proactive personality who will challenge current thinking and strive for continuous improvement.
- Spotting opportunities for technical growth in platforms and processes.
- Excellent problem-solving, analytical, and troubleshooting skills; ability to work with minimum guidance whilst adaptable, proactive, and willing to take ownership.

Engagement Terms & Benefits

Morgan Motor Company puts its people at the heart of the business and rewards them with the following benefits package:

Working Hours, Salary & Holiday

- 37.5 hours per week Monday to Friday, which can be worked flexibly under the terms of the Flexi Time Scheme.
- Hybrid Working Policy/Flexitime Policy/Flexible Working Policy
- Salary circa £35k (negotiable based on experience)
- 33 days holiday per year

Financial Planning & Support

- Standard Life Pension scheme (5% contribution from Morgan)
- Legal & General Life Cover (twice annual salary)
- Octopus Electric Vehicle Salary Sacrifice Scheme
- Charity payroll giving scheme

Health & Wellbeing

- BUPA private medical insurance (single, couples and family cover available)
- BHSF Health Cash Back Plan
- Enhanced paternity, maternity & sick pay benefits
- Legal & General Employee Assistance Programme for 24-hour support
- Weekly "Wellbeing Wednesday" initiatives
- Access to a team of trained Mental Health First Aiders
- Paid time off for medical appointments
- Occupational health referrals as required
- Menopause Policy
- Retirement Wind Down Policy
- Flexible Working Policy
- Sabbatical Policy
- Awareness training for stress/mental health/menopause etc.
- Cycle2work Scheme

Staff Engagement & Community

- Morgan Hub employee engagement app
- Staff discount (vehicles/parts/merchandise/tours)
- Corporate workwear
- Food ordering app and discounted menu from the Morgan café.
- Free entry to Morgan events for staff and their families
- Staff Volunteering Scheme
- Employee Referral Scheme
- Long service awards & birthday gifts
- Discount shopping portal

How to Apply

Please send your CV and a covering statement to careers@morgan-motor.co.uk