

Associate Director of Dealer Success

Location: UK-based, 2 days/week in London office + travel

About TekCor4

TekCor4 partners with the UK's leading automotive dealer groups and OEMs to transform aftersales performance through data-driven insight and marketing automation. Our platform helps customers increase service revenue, improve retention, and drive operational efficiency at scale.

The Opportunity

We're hiring an **Associate Director of Dealer Success** to build and lead TekCor4's dealer-facing delivery organisation. This is a **senior people leadership role**, focused on coaching, enablement, and scalable delivery.

Working within a newly formed Customer Success function — alongside Account Directors and Programme Managers — this role ensures account strategy translates into **consistent, high-quality execution in the field**. You will lead our Field Consultant (FC) team, act as the day-to-day delivery leader for client-facing activity and ensure TekCor4's value is clearly activated and understood across hundreds of dealer rooftops.

What You'll Do

- Lead, coach, and scale a high-performing Field Consultant team
- Build structured onboarding, training, and delivery playbooks
- Be the day-to-day leadership point for client-facing delivery and consulting quality
- Ensure dealer execution consistently reflects account strategy and OEM programmes
- Act as the escalation point for customer issues, ensuring swift resolution
- Shape how TekCor4 measures, activates, and communicates ROI in daily delivery
- Build operating models, dashboards, and rhythms that support scale
- Surface field insight to inform Product, Commercial, and Programme strategy

What You Bring

Must-Haves

- 5–8+ years leading customer-facing teams, ideally field-based
- Strong automotive experience (dealer or OEM); aftersales exposure highly preferred
- Proven people manager with a coaching-first mindset
- Experience building or scaling delivery or customer success functions
- Commercially minded, operationally strong, and comfortable with complexity

Nice-to-Haves

- B2B SaaS or data-platform experience
- Experience managing consultants or distributed delivery teams

Why Join TekCor4

- Build the delivery engine that scales TekCor4 from 500 to 1,000+ rooftops
- High trust, high accountability leadership role
- Clear progression as the company grows
- Work with experienced automotive and SaaS leaders
- A product dealers and OEMs genuinely value