



## DRIVING THE FUTURE OF ELECTRIC VEHICLES

We are the world leader of in-wheel motors for passenger cars, light commercial vehicles and future transport solutions.

Protean Electric is an automotive technology firm with over 100 talented people globally. Our mission is to drive sustainable transport through innovation, and we are the imagination behind vehicles that travel further, perform better and use fewer components.

We believe that freedom of ideas, integrity of response, desire to improve, and collaborative thinking drive innovation. Joining Protean means working with talented experts across the organisation who value your ideas, empower you to make a difference, and encourage you to challenge yourself and others.

### Product Support & Aftersales Manager Farnham, UK

#### The Role

We are seeking the right individual to join our Operations Team as a Product Support & Aftersales Manager.

During the initial 6-9 months, this role will be seconded to our Product Validation Team to support validation program as well as customer problem resolution. Specific responsibilities are set out below.

#### Main Duties & Responsibilities

**Product Support & Aftersales Manager:** Responsible for establishing and owning the aftersales support function once products enter Start of Production (SOP). Prior to SOP, customer support and technical issue management are owned by the Project Team; this role focuses on ensuring operational readiness for the transition into series production support.

The role initially operates without direct reports, acting as an individual contributor, with future potential to build and lead a dedicated aftersales support team as production volumes and customer demand increase.

A core accountability of this role is the development, ownership, and governance of customer-facing Standard Operating Procedures (SOPs) related to aftersales management, warranty, service, and issue resolution. To enable the development of such infrastructure and support, a secondment to the Product Validation team has been defined.

**Secondment:** This role will initially be seconded to Validation team to support the development and testing of Protean's innovative in-wheel motor technology. The position is 'hands on', completing product validation and verification tests on the in-wheel motor and inverter. Tasks include building and setting up test equipment, carrying out product testing, and producing the necessary reports and documentation.

#### Reporting, Location & Travel

The After Sales Manager reports directly to the VP of Operations, however while seconded, the day-to-day management shall be with the Test Team Manager. The role is based in Farnham, Surrey with an occasional requirement for national/international travel to support our customers.

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### **Key Responsibilities**

Responsibilities include, although are not limited to the following:

#### **After-Sales Support Ownership (Post-SOP)**

- Take full ownership of after-sales and product support activities from Start of Production onward.
- Act as the primary owner of customer support for production products, including technical issues, warranty cases, and service queries.
- Ensure a clear and effective handover from Project-led support to post-SOP after-sales operations.

#### **Customer-Facing SOP Development & Ownership**

- Develop (where not already existing), maintain, and own all customer-facing after-sales Standard Operating Procedures (SOPs).
- Ensure SOPs are clear, usable, and aligned with contractual and commercial agreements.
- Act as the single point of ownership for SOP governance, updates, and approvals.
- Communicate SOP changes effectively to customers and internal stakeholders through change control.
- Ensure internal teams operate consistently in line with published customer SOPs.

#### **Pre-SOP Readiness & Project Handover**

- Work closely with relevant Project team(s) during development and industrialisation phases to prepare aftersales readiness.
- Define after-sales readiness criteria prior to SOP.
- Participate in internal gate reviews to represent aftersales requirements.

#### **Customer Support & Escalation Management**

- Act as the initial contact point for customer after-sales issues post-SOP.
- Manage complex or high-impact technical issues and customer concerns.
- Coordinate cross-functional resolution with Engineering, Quality, Operations, and Supply Chain, ensuring 8D completion where required.
- Build trusted relationships with key customers and partners.

#### **Warranty, Service & Returns Process Management**

- Own warranty policies, warranty case management, and reporting.
- Own after-sales processes and supporting systems (CRM, case management, analytics).
- Establish clear metrics and reporting for after-sales costs and performance.

#### **Product Feedback, Quality & Continuous Improvement**

- Gather and analyse field performance data and customer feedback.
- Support / lead root cause analysis (RCA) activities for product failures ensuring 8D completion where required.
- Provide structured feedback into Engineering and Quality to drive future or current product improvements.
- Champion design-for-serviceability and reliability improvements for future product generations.
- Evaluate resourcing needs as future higher-volume orders are placed and production scales.
- Future responsibility for recruitment, training, and performance management.

#### **During secondment, key responsibilities will consist of:**

- Completing all types of testing, including performance and function, electrical, environmental and life
- Generating test documentation including test reports and specifications
- Statistical analysis of test data and making appropriate diagnosis and recommendations on trends, solutions and improvements
- Drafting, collating and delivering test information across the company at all levels, presenting the outcomes and recommendations on solutions for the future
- Setting up tests including designing and building test jigs and fixtures, metal and plastic work, wiring and soldering
- Collating information from validation activities that will enable aftersales support



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### Relevant Skills & Behaviours

We value and measure ourselves against the following 'Best-Self' Behaviours:

- **Will to Win:** We succeed by delivering to customers; on time, on quality and on cost
- **Pioneering:** We are passionate about the technology
- **Courageous:** We face our challenges
- **Working Together:** We can rely on each other and others can rely on us
- **Personally Responsible:** We do what needs doing, when it needs doing
- **With Integrity:** We are honest, open and respectful

Successful candidates should be able to demonstrate the following relevant skills and behaviours:

- Strong technical understanding of in-wheel motor technology
- Natural problem solver
- Data-driven decision maker
- Excellent communication skills
- Strong customer relationship management
- High level of autonomy
- Strong team working ability

### Relevant Knowledge & Experience

Candidates should assess their suitability against the following essential and/or desirable relevant knowledge and experience:

Essential:

- Strong technical understanding with the ability to diagnose and manage complex product issues.
- Proven experience in aftersales, product support, warranty, or service management.
- Experience developing and enforcing customer-facing SOPs or formal service processes.
- Excellent stakeholder management and customer communication skills.
- Ability to work autonomously and build or evolve ways of working to meet individual customer needs.
- Data analysis skills to identify trends and support RCAs.

Desirable:

- Background in engineering, automotive, electronics, or a related technical field.
- Experience of following 8D process.
- Understanding of warranty processes and service logistics.
- Experience using CRM or case-management systems (e.g., Salesforce, HubSpot, Zendesk, JIRA servicedesk).
- Knowledge of In Wheel Motor technology and applications.

If you'd like to apply, please send a copy of your cv along with the role you'd like to apply for over to [ukjobs@proteanelectric.com](mailto:ukjobs@proteanelectric.com).

