

MISSION AUTOMOTIVE

ARMED FORCES ENGAGEMENT FOR THE UK AUTOMOTIVE INDUSTRY



The Automotive Sector Guide For Service Leavers

AN INTRODUCTION
TO THE
AUTOMOTIVE
SECTOR FOR ARMED
FORCES SERVICE
LEAVERS, VETERANS
& THEIR PARTNERS
CONSIDERING A
CAREER MOVE INTO
THE INDUSTRY

INDUSTRY OVERVIEW

The automotive industry is a vital part of the UK economy and integral to supporting the delivery of the agendas for levelling up, net zero, advancing global Britain, and the plan for growth. Automotive-related manufacturing contributes **£67 billion turnover** and **£14 billion value** added to the UK economy, and typically invest around **£3 billion each year in R&D**.

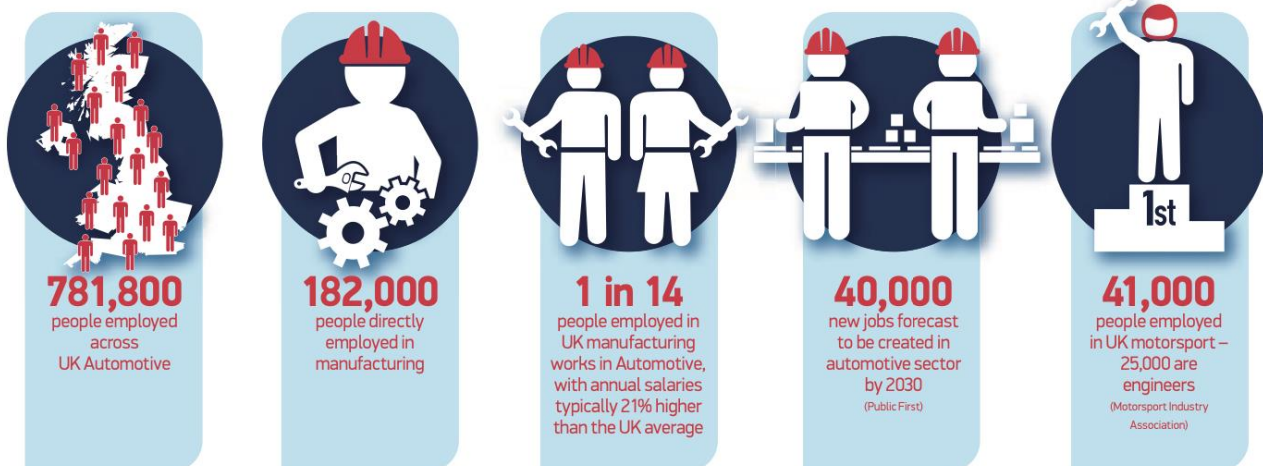
With more than **182,000** people employed in manufacturing and some **780,000** in total across the wider automotive industry, it accounts for **10% of total UK exports** with more than 150 countries importing UK produced vehicles, generating **£77 billion of trade**.

More than **30 manufacturers** build in excess of **70 models** of vehicle in the UK supported by **2,500 component providers** and some of the world's most **skilled engineers**.

Over **859,000 cars**, **72,913 commercial vehicles** and **1.6 million engines** were built in the UK in 2021.

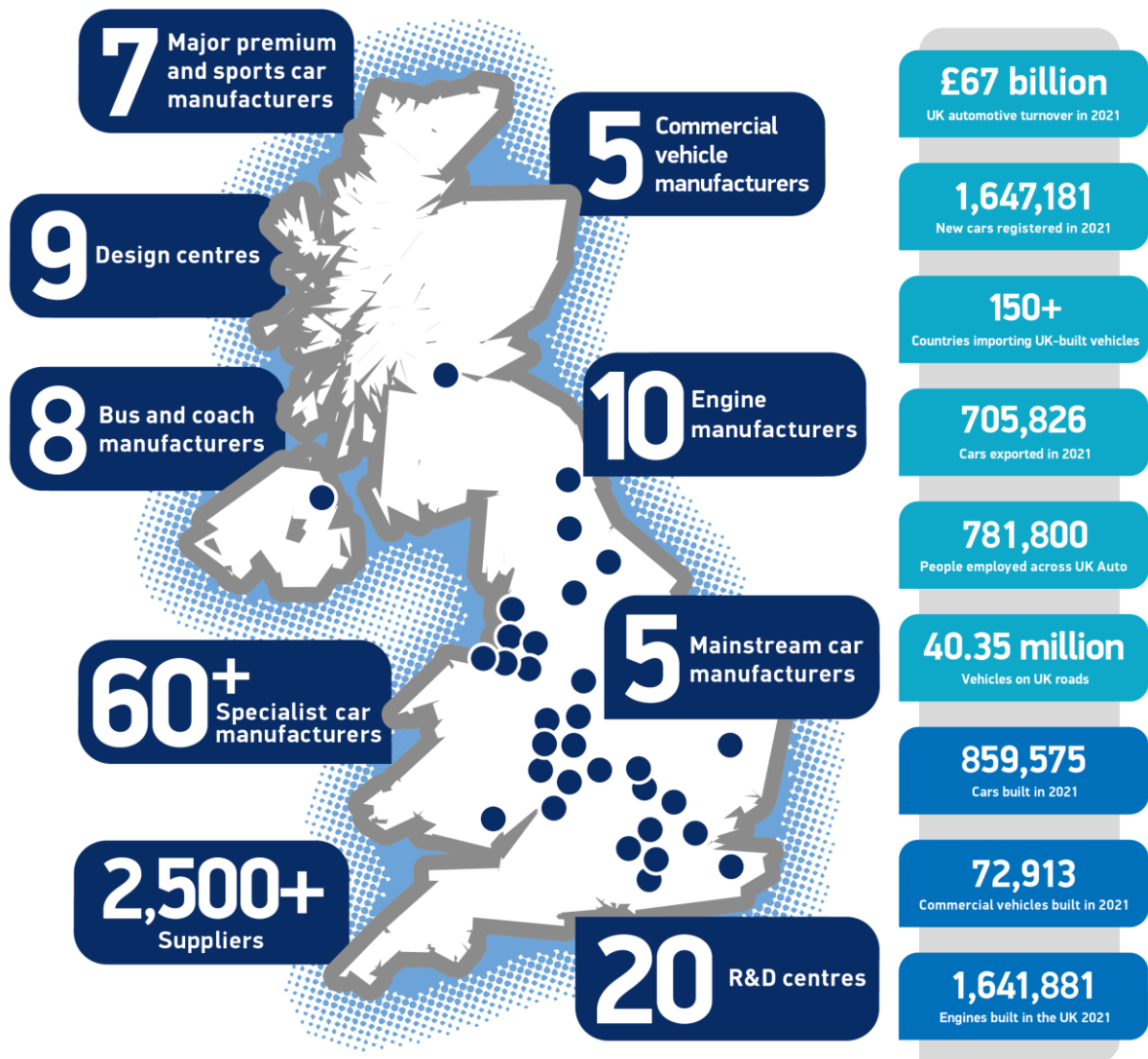
Eight out of 10 cars produced in the UK are **exported overseas to 140 different markets** worldwide.

UK AUTOMOTIVE EMPLOYMENT



(Source: SMMT Motor Industry Facts 2022, (<https://www.smmmt.co.uk/wp-content/uploads/sites/2/SMMT-FACTS-July-2022.pdf>))

UK AUTOMOTIVE AT A GLANCE



(Source: SMMT website, Jan 2021, <https://www.smmt.co.uk/industry-topics/uk-automotive/>)

MANUFACTURING

There are approximately 182,000 people in employment across over 30 automotive manufacturers within the UK¹. There is a wide array of types of roles within automotive manufacturing companies from production operatives and skilled engineers through to business support functions. Common areas of employment are as follows:

¹ SMMT Motor Industry Facts 2022 (<https://www.smmt.co.uk/wp-content/uploads/sites/2/SMMT-FACTS-July-2022.pdf>)

Design. Design roles within the automotive industry range from creative design teams visualising concepts through to technical design teams ensuring alignment between design and engineering. Although traditional techniques such as sketching and clay modelling are still used today, there is a growing use of technical solutions such as 3D CAD and CAE.

Engineering. Engineering forms a significant and critical element within automotive manufacturing from design and development through to production and quality assurance. This includes the design, production and maintenance of the precision tools and equipment to test and manufacture vehicles and components.

Key areas involved in automotive manufacturing engineering include the following:

- Body Engineering
- Chassis Engineering
- Electrical Engineering
- Powertrain Engineering (including Electrification)
- Maintenance Engineering

In addition to specialist engineering roles, qualified and skilled engineers are employed in programme and project roles requiring specialist knowledge and experience.

Technology. As the automotive industry moves towards Automated, Connected, Electric and Shared solutions for vehicles, there is a rapidly rising need for qualified, skilled and experienced individuals in technology roles. It is predicted that the rise in Connected and Automated Vehicles (CAV) will create 420,000 new jobs in the UK, 20,000 directly employed in the automotive industry².

Some of the key areas/roles in demand include the following:

- Software Developers, Engineers and Architects
- Network Engineers
- Modelling and Simulation Engineers

² Source: SMMT and Frost & Sullivan report, 2019: Connected and Autonomous Vehicles: The Global Race to Market.

- Data Analysts and Scientists
- Security and Cyber specialists
- Test Engineers

This list is not exhaustive and there are tech roles within most functions in the automotive industry as well as programme and project management roles delivering digital transformation and new technologies.

Production. Production roles in the automotive industry range from semi-skilled production operatives, supervisors and team managers, through to skilled trade professionals and artisans.



Useful to Know:

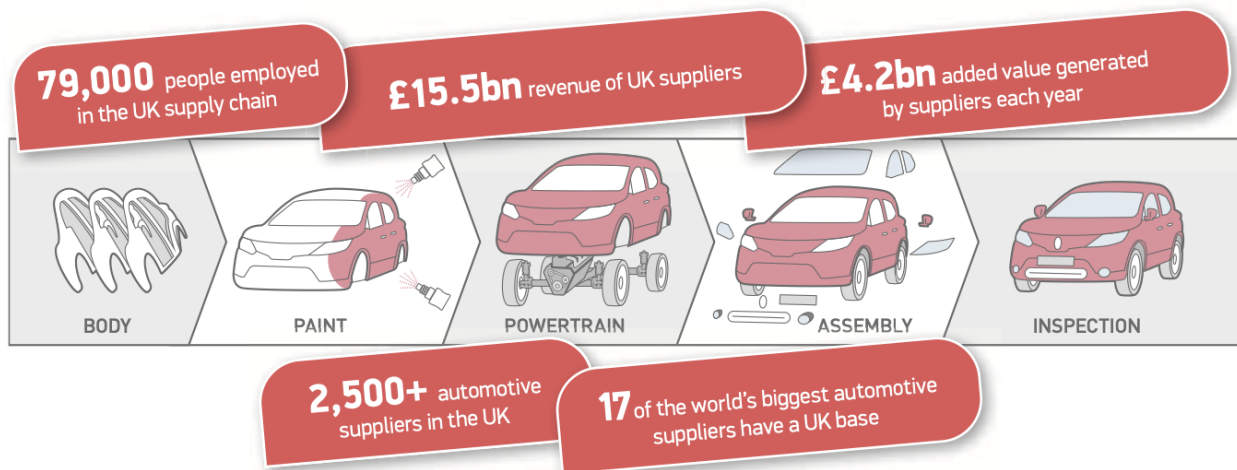
Many of the semi-skilled, often hourly-paid, production operative and supervisor roles in the larger automotive manufacturing companies are recruited and employed as agency workers by workforce companies such as Manpower, Randstad and Hays.

Corporate & Business Support. Just as Combat Arms and Combat Support couldn't operate without Combat Service Support in the military, the design, engineering and production of vehicles wouldn't happen without the support of corporate and business support functions within manufacturing. Common areas of such employment include:

- Corporate Governance
- Assurance & Compliance
- Corporate Communications
- Logistics & Supply
- Finance
- Purchasing
- HR
- Marketing
- Property/Facilities Management
- IT
- Legal

Logistics and Supply

UK AUTOMOTIVE SUPPLY CHAIN



(Source: SMMT website, Jan 2021, <https://www.smmt.co.uk/industry-topics/uk-automotive/>)

Skills and Qualifications

Productive Operative roles within automotive manufacturing often don't specify formal qualification requirements or prior experience, rather the right ethos and attitude. Semi-skilled production roles involve following a specified process in the same way weapon handling drills are a specified process.

Entry requirements for experienced hires engineering roles usually require a minimum of a Level 3 qualification in an engineering discipline with demonstrable experience in an engineering role. Many technology roles also require specific, relevant qualifications and experience.

Whilst some support roles require specified qualifications, there are many others where transferable skills and experience are readily recognised throughout the automotive industry.

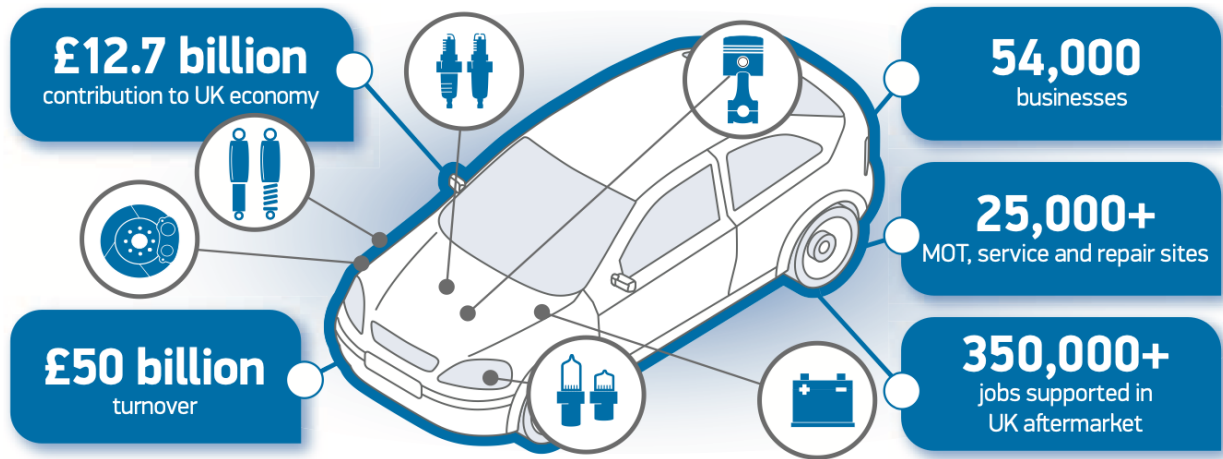


Top Tip:

Employers will often list specific qualifications and experience under essential criteria in job adverts. Many employers recognise transferable skills and experience amongst service leavers and veterans and it is always worth reaching out to hiring managers, Armed Forces engagement leads and veteran employees to clarify what the hiring manager is looking for.

AFTERMARKET

THE IMPORTANCE OF THE AFTERMARKET TO THE UK ECONOMY



(Source: SMMT website, Jan 2021, <https://www.smmt.co.uk/industry-topics/uk-automotive/>)

Aftermarket accounts for almost a half of people employed in the automotive industry with over 350,00 people employed in the UK. Aftermarket employers include the following:

- Parts manufacture and supply
- Service and MoT
- Fleet distribution and management
- Accident assessment and repair
- Recovery services
- Disposal
- Retail/Sales (see separate section in this guide on Sales)
- Customisation (including livery)

Skills and Qualifications

Many roles within the automotive aftermarket require similar qualifications and experience to automotive manufacturing. Equally, many roles do not require formal qualifications and employers may recognise transferable skills and experience.

SALES

The UK automotive retail industry employs over 540,000 people.³ The majority of vehicle sales are made through franchised dealers, many of which are part of large national retail groups (eg Arnold Clark). There are approximately 4,500 franchised outlets across the UK.¹ There are some exceptions to this, most notably Tesla who only sell and service new and approved used vehicles through their own network.

Some of the common roles within automotive retail include the following:

- Sales Executive/Manager
- Customer Service Advisor/Manager
- Service Technician/Manager
- Parts Advisor/Manager
- Marketing
- Business Support (Management, Finance, HR, Admin, IT)



Useful to Know:

Some roles within the automotive retail industry, particularly sales roles will advertise OTE (On Target Earnings) salaries. Note, OTE salaries indicate **potential** earnings including commission, bonuses and/or overtime. It is important to ask what the **base salary** is and determine if this satisfies your minimum income needs. Earnings above the base salary are not guaranteed.

When looking at roles within the UK automotive retail industry, it is important to understand the employer is usually not the brand name above the door or in the showroom. For example, you could be a Service Manager at the Land Rover dealer in Portsmouth, but your employer would be Sytner Group.

Skills and Qualifications

There are no formal qualifications required for Sales, Customer Service or Parts Advisor roles although some employers may specify a minimum of GCSE Maths and English. Strong communication skills, competence with numbers and a knowledge of vehicles and the brand products are common qualities sought for customer-facing roles.

³ Source: National Franchised Dealers Association (NFDA), Jan 2021, <https://www.nfda-uk.co.uk/about/about-uk-automotive>.



Top Tip:

Sales and Customer Service roles will often specify a requirement for previous sales or customer service experience in job adverts. This is the 'Catch 22' faced by service leavers, requiring experience but how do you gain experience if you can't land that initial job? When applying for these types of roles, consider submitting your CV and covering letter in person as well as online. This presents an opportunity for you to demonstrate you have the confidence, presence and communications skills to excel in a customer-facing role.

For Business Support roles the entry-level qualification standard is often a Level 3 qualification in a relevant discipline.

For technical roles such as Service Technician, a Level 3 qualification in an engineering discipline and relevant experience is usually the entry standard

Regardless of experience and qualifications, it is likely that there will be a requirement for brand specific training delivered by the manufacturer's training provider (eg The Stellantis Performance Academy in Coventry or The Jaguar Land Rover Technical Academy in Warwick).



Top Tip:

One of the best sources of advice for opportunities in automotive retail is through the **Stellantis Armed Forces Engagement Programme Manager**. As well as having a brand-owned retail group in the UK (Robins & Day), Stellantis offer all service leavers, veterans and military spouses/partners access to free training opportunities (e-learning and in person) through their Performance Academy in Coventry. **See Further Information – Career Guidance for Contact details.**

MOTORSPORT

There are approximately 40,000 people employed in the motorsport industry within the UK, over half of which are engineers.

FURTHER INFORMATION – CAREER GUIDANCE

Mission Automotive

Mission Automotive is an initiative dedicated to support the UK automotive sector with Armed Forces Engagement, including recognising and understanding the qualities, skills and experience service leavers, veterans and their spouses/partners bring to employers. It is a Society of Motor Manufacturers & Traders (SMMT) initiative, partnered with The Royal Foundation of the Prince and Princess of Wales, supported by the Ministry of Defence and delivered by Mission Motorsport, the Forces' Motorsport Charity.

The Mission Automotive team can offer a wealth of advice to those looking for career opportunities in the automotive sector and help introduce you to forces-friendly employers.

Website: <https://www.missionautomotive.org>

Email: info@missionautomotive.org

Jaguar Land Rover

Jaguar Land Rover has a rich history of connection to the UK Armed Forces, dating back to the very origins of both of these iconic brands.

Since signing the Armed Forces Covenant in 2014, Jaguar Land Rover have placed over 1,100 veterans into employment globally across every function within the business. They have a dedicated Armed Forces Engagement Programme Manager and an active Armed Forces Community Network as one of their employee networks.

Jaguar Land Rover were one of the first signatories of the Corporate Covenant in April 2014, re-signing the Armed Forces Covenant in February 2021 and have held the Gold Award on the Defence Employer Recognition Scheme (ERS) since July 2015.

Website: <https://www.jaguarlandrover.com>

Careers Website: <https://www.jaguarlandrovercareers.com>

Contact: Stephen Lees
Armed Forces Engagement Programme Manager
Email: slees5@jaguarlandrover.com

Stellantis

Stellantis formed in 2021 following the merger of Fiat Chrysler Automobiles (FCA) and Peugeot Société Anonyme (PSA) to become the fourth largest global automaker with two manufacturing sites in the UK (Ellesmere Port and Luton) as well as an extensive retail network. Stellantis own 16 brands, 10 of which operate in the UK as follows:

- Abarth UK
- Alfa Romeo UK
- Citroen UK
- DS UK
- Fiat UK
- Fiat Professional UK
- Jeep UK
- Maserati UK
- Peugeot UK
- Vauxhall UK

Stellantis signed the Armed Forces Covenant in March 2021 and have a dedicated Armed Forces Engagement Programme Manager.

Website: <https://www.stellantis.com/en>

Careers Website: <https://www.stellantis-careers.co.uk>

Contact: Rebecca Thorn
Armed Forces Engagement Programme Manager
Email: rebecca.thorn@external.stellantis.com

Other Forces-Friendly Automotive Employers

The following organisations have shown their commitment to supporting the Armed Forces community through the Defence Employer Recognition Scheme (ERS):

[Arnold Clark Automobiles Ltd](#)

[Automobile Association \(The AA\)](#)

[Horiba MIRA Ltd](#)

[Knockhill Racing Circuit](#)

[Carwood Motor Units Limited](#)

[Cosworth Ltd](#)

[Halfords Group plc](#)

[John Clark Motor Group Ltd](#)

[Lotus Cars Ltd](#)

[Tesla Motors Ltd](#)

[The MoT Training and Compliance Group Ltd](#)

[Toyota Motor Manufacturing \(UK\) Ltd](#)

[Morgan Motor Company Ltd](#)

[Bicester Motion](#) (for Bicester Heritage follow this [link](#))

[Silverstone Circuits](#)

Useful Sources for Further Information

Society for Motor Manufacturers and Traders (SMMT)

Website: <https://www.smmt.co.uk/>

Careers Guidance: <https://www.smmt.co.uk/industry-topics/uk-automotive/skills-and-careers/>

The Institute of the Motor Industry (IMI)

Website: <https://tide.theimi.org.uk/>

Careers Guidance: <https://tide.theimi.org.uk/motor-careers>

The Institution of Mechanical Engineers (IMechE)

Website (Automobile Division): <https://www.imeche.org/industry-sectors/automotive-engineering>

Motorsport Industry Association

Website: <https://the-mia.com>

Careers Guidance: <https://the-mia.com/page/careers>

Motorsport UK

Website: <https://www.motorsportuk.org>

Volunteering: <https://www.motorsportuk.org/volunteers/>

Mission Motorsport, The Forces' Motorsport Charity

Website: <https://www.missionmotorsport.org/>