**About the role**

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| **Role**  Head of Accessible Vehicles | **Location and hours**  *Field Based with some travel to Bristol and London, 35 hours* |
| **Band**  Leadership | **Salary**  *Up to £83,000, plus benefits* |
| **What you’ll be doing**  The **Head of Accessible Vehicles** at Motability Operations leads the Wheelchair Accessible Vehicle scheme, overseeing the entire product lifecycle, and delivering services via partner networks. The purpose of this role is to ensure commercially viable, customer-centric solutions that drive sustainable outcomes while focusing on strategic planning, product development, and partnership management. This role is a key member of the Specialised leadership team and requires collaboration across the whole organisation.  You will be responsible for developing commercial working relationships with manufacturers, converters, adaptations installers etc., as well as key industry bodies such as WAVCA and AVAM to drive the best outcomes for customers today and in the future. You’ll be able to communicate with gravitas to large groups and with senior stakeholders.  You’ll be responsible for the customer pricing offer, in life maintenance and VoR strategy and day to day running of the scheme through your operations team. You’ll be accountable for the customer experience outcome of your scheme alongside the financial result of the product.  **Leadership**: Lead and motivate the team to develop and implement a commercial strategic framework that engages partner networks.  **Partnership Management**: Build relationships with converters, manufacturers, and key industry bodies to develop sustainable propositions.  **Collaboration**: Work across the organization to improve the commercial outcomes of the WAV & IDS products  **Innovative Programs**: Envisage and implement creative plans to meet Specialised objectives  **Transition to Electric Vehicles**: Partner with government, manufacturers and converters to influence the strategic shift to electric vehicles and manage the transition.  **Customer-Centric Solutions**: Further develop customer-focused programs like our used WAV program optimizing the customer offer, product lifecycle and residual values.  **Future Planning**: Collaborate on new products and services to ensure the sustainability of the offering, considering industry changes.  **Executive Communication**: Create and present strategic plans to secure approval and investment from senior leadership. | |
| **About you**  **Experience**: Background in the automotive industry and a leadership role responsible for commercial negotiations and customer proposition deliverables.  **Skills**: Strong commercial acumen, financial management, strategic planning, and the ability to manage cross-functional teams.  **Attributes**: Excellent communicator, highly motivated, with a focus on developing teams and driving results. Able to navigate complex environments and balance commercial and customer experience priorities. | |
| **Minimum criteria**   * Experience of the automotive industry (WAV experience desirable) * Leadership of a team responsible for commercial negotiations and customer proposition deliverables * Experience of managing accountabilities that deliver great outcomes for customers, manufacturers, suppliers and the business * Experience of working and influencing third party strategic plans * Proven experience of delivery within a challenging environment * Strong commercial and financial acumen   **Who you’ll be working with**  Reports to the Head of Specialised  Leadership of the Accessible Vehicles team including Accessible Vehicle Operations  You will be a member of the Specialised leadership team as well as the wider business leadership team. | |
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| **We’re Motability Operations** | |
| **About us** We’re the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers’ mobility in a fast-changing world. We’re the UK’s largest car leasing company and we help over 750,000 people get on the road.  We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs. | |
| **What we do**  We lease a wide range of tailored mobility solutions to people who receive of one of the Government’s qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.  At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.  The Scheme has been providing affordable, worry-free motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10. | |
| **How we work**  We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. [Visit our website](https://www.motabilityoperations.co.uk/careers/) to find out more.  We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.  **Our beliefs and values**  We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.  We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.  Our values are at the heart of everything we do:   * We believe no one should be left behind à We find solutions * We believe we must take the lead à We drive change * We believe everything starts with the customer à We care | |
| **What we can offer you**   |  |  | | --- | --- | |  | **Pay**: competitive salary, with a yearly discretionary bonus, based on your performance | |  | **Holiday**: 28 days, and you can buy and sell days | |  | **Pension**: 15% non-contributory pension (9% during probation) | |  | **Health and wellbeing**: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you ~~a~~ peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme | |  | **Development**: A library of internal training on our myLearn platform | |  | **Family friendly**: We have competitive family leave policies | |  | **Diversity and inclusion**: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access | |  | **Helping our community**: One volunteering day each year, and access to volunteering platform Neighbourly | |  | **Schemes**: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers | |  | **Other, voluntary benefits**: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office | | |