**About the role**

|  |  |
| --- | --- |
| **Role**  VRM Growth Specialist | **Location and hours**  Bristol  35 hours  Three days in the office |
| **Band**  Specialist |  |
| **What you’ll be doing**  As a Growth Specialist, you'll report to the Sales Team Manager and play a key role in engaging with new dealers joining mfldirect. Your mission includes prospecting for new business by seeking out new business opportunities, finding potential dealers and engaging them with mfldirect's offerings.  You’ll also be responsible for onboarding new dealers, conducting a thorough qualification and triage process, ensuring a great conversion rate on applications to active dealers and then ensuring each dealer is matched with the right team to help them reach their full potential.  Based on your understanding of their business needs during onboarding, you'll retain accounts that show growth potential and align with mfldirect's offerings, and during that time you’ll handle all aspects of account management, and customer service to support their needs.  You’ll use your excellent communication skills to engage with leads, prospects and customers, thinking creatively to come up with solutions that drive engagement.  You’ll spend time talking to people, facing challenges, working as part of a team, and finding ways to overcome barriers and objections, all to drive towards our ambitious growth and engagement targets. | |
| **Main Responsibilities**  You will use your exceptional understanding of the sales process and what motivates customers to buy, along with your fantastic approach to sales and engaging with people to build strong relationships and drive growth for the business.   * **Prospecting for New Business:** seek out new business opportunities by finding potential dealers and engaging them with mfldirect's offerings. * **Onboarding New Dealers:** Conduct a thorough qualification and triage process to ensure each dealer is matched with the right team. * **Account Development:** Develop accounts that show growth potential and align with mfldirect's offerings. * **Account Management:** Manage all aspects of account management, including claims outcomes, credit increase applications, and general inquiries. * **Customer Service:** Manage customer expectations, adapt your approach to various customer types, and support their daily needs. * **Communication:** Confidently converse over the phone and use digital platforms like Teams to communicate with dealers. | |
| **Minimum criteria**   * Previous experience of B2B sales, preferably within the motor trade. * A proven history in sales and development. * Excellent PC, internet, and telephone skills. * Strong written and verbal communication skills. * Experience in a customer-facing role. * The ability to structure and manage your own day.   You’ll be expert communicator, who is organized, determined, and resilient and able to deliver a variety of clear, easy or challenging messages over the phone.  **Who you’ll be working with**  You’ll be joining a close-knit team that has the shared mission of engaging with new prospects and customers, thoroughly onboarding them onto the mfldirect purchase platforms and quickly identifying opportunities. Once an opportunity is found, our goal is to drive engagement and sales, delivering a fully onboarded, qualified, and engaged buyer to our business, ready for long-term management and development.  You and your colleagues will have a positive impact both on growth and customer portfolio performance and on the processes and structures used in the team to engage with customers.  We encourage creativity and new ways of working. We are free-thinking and quick to adapt and react.  We pride ourselves on providing outstanding service to our customers and our proactive attitude towards driving positive change. | |
|  | |
|  | |
| **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 | | |