**About the role**

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| **Role**  **Fleet Compliance Specialist** | **Location and hours**  Bristol |
| **Band**  Senior Specialist | **Salary**  Up to £37,000 |
| **What you’ll be doing**  The Fleet Compliance Specialist is responsible for analysing service, maintenance, and repair (SMR) activity across the partner network to identify irregularities, trends, or compliance concerns. The role ensures SMR work aligns with internal standards, manufacturer guidelines, and regulatory requirements.  Working with internal teams and external partners, the specialist reviews SMR data, investigates anomalies, and escalates potential risks. They support audit activity, produce clear reporting, and help shape data-led performance and compliance metrics. The role also contributes to defining and promoting best practices across the network.  Through focused analysis and proactive monitoring, the specialist supports cost control, service consistency, and compliance. Their insights directly enhance transparency, reduce risk, and drive efficient, standards-aligned fleet operations.  **Key Responsibilities**  **Data Analysis, Monitoring & Cost Control**   * Analyse service, maintenance, and repair (SMR) data from the partner network to identify irregularities, trends, compliance issues, and cost inefficiencies. * Investigate anomalies and irregularities in SMR work, escalating risks and non-compliance that could impact costs. * Develop and maintain performance, compliance, and cost-control metrics related to SMR activities. * Produce regular reports and dashboards highlighting findings, cost trends, * and opportunities for savings.   **Compliance & Quality Assurance**   * Review SMR activity for alignment with internal standards, manufacturer guidelines, and regulatory requirements. * Collaborate with internal stakeholders and external partners to support audit processes and compliance reviews. * Monitor regulatory changes and industry standards to ensure ongoing compliance and update internal processes accordingly.   **Process Improvement, Best Practices & Cost Efficiency**   * Contribute to defining and promoting best practices that improve SMR quality, consistency, accountability, and cost-effectiveness. * Support continuous improvement initiatives aimed at enhancing fleet compliance, operational efficiency, and reducing unnecessary costs.   **Stakeholder Engagement & Support**   * Act as a point of contact for compliance-related queries and provide guidance on SMR standards and procedures to network partners. * Collaborate with internal teams and external partners to ensure clear communication and resolution of compliance issues. | |
| **About you**  You are an analytical professional with strong experience in fleet service,  maintenance, and repair processes. You excel at working with complex data to spot  irregularities, compliance risks, and cost inefficiencies, ensuring SMR activities  meet industry standards, manufacturer guidelines, and regulations.  You collaborate effectively with internal teams and external partners to investigate  issues, support audits, and drive compliance improvements. Clear communication  and delivering data-driven insights are your strengths. You thrive on proactive  monitoring and continuous process improvement.  Committed to cost control and operational excellence, you help shape best  practices and support initiatives that boost fleet efficiency and compliance. Your  balanced approach to risk management promotes transparency, reduces costs,  and ensures consistent, high-quality service across the network | |
| **Minimum criteria**   * Proven experience analysing SMR data to identify compliance, anomalies, and cost issues. * Strong knowledge of regulations, manufacturer guidelines, and maintenance standards. * Skilled in data analysis, reporting, and producing actionable insights using dashboards and metrics. * Experienced in process improvement and promoting best practices for efficiency and cost control. * Excellent communication and collaboration with internal teams and external partners. * Strong understanding of Epyx 1Link platform and other fleet management tools * Ability to interpret complex data to identify cost-saving opportunities and implement effective solutions. | |
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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 | | |