

Motability Operations

About the role

Role

Head of RV & SMR Risk

Location and hours

London

35 hours per week

Hybrid working with minimum 3 days per week in the office

Band

M - Strategic Leadership

Salary

Competitive salary plus excellent benefits

What you'll be doing

The Head of Residual Value (RV) and Service, Maintenance and Repair (SMR) Risk sits in the Asset Risk Division, which has the responsibility for forecasting Motability Operation's key financial risks, including Residual Value and SMR, Insurance Lease Pricing, Economic Capital, as well as producing the customer pricing (Car, WAV PWSS). This role is accountable for delivering residual value and SMR budget forecasts and revaluations of existing forecasts for vehicles on fleet as well as the narrative around the past and future vehicle products and values. This role is key in understanding the transition to electric vehicles and its impact on depreciation dynamics

Reporting to the Chief Asset Risk Officer, the role is a member of the Strategic Leadership team (SLT) with the following key responsibilities:

- You will drive the Asset Risk strategy and ensure success of AR objectives by steering and prioritising AR activity and ways of working as a member of our SLT
- You will lead and develop a team of experts, ensuring they develop and maintain the skills and knowledge needed, remain engaged, and are passionate about effective communication and stakeholder management.
- You will be drawing on broader AR operations support on data & insight, modelling and tools via our matrix way of working, driving objectives for the wider division.
- You will work closely with wider business SLT to drive and ensure delivery of MO strategic objectives, as well as sharing Asset Risk insight
- You will be accountable for delivering the quarterly RV and SMR Reviews and fleet revaluations. This includes the systems, tools and processes that support RV&SMR risk activity e.g. chairing the cross functional RV Forum and SMR forum
- You will be accountable for leading the continuous development of our RV and SMR forecasting approaches as well as supporting outlooks
- You will be accountable for delivering the 5+ year outlook for RVs and SMR budgets, incorporating key factors such as industry and MO volume and risk dynamics, ensuring data informs our understanding of current and future pricing and producing strong insight and story-led narratives
- You will be responsible for managing the financial budget of your team, including associated consultancy spend
- You will champion our purpose of unbiased storytelling grounded in data and expertise
- You will work with the Asset Risk Leadership Team to ensure the requirements of the AR Operations Team are understood, planned and managed for all strategic projects and business as usual activity across the relevant time frames of 12 to 24 months.

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- You will work with your fellow Strategic Leadership colleagues to develop strong Asset Risk colleague engagement & wellbeing through effective communication, development and training, recognition and inclusion.
- You will develop collaborative and enduring relationships and be an advocate for Asset Risk and our ways of working internally and also representing MO within the industry and expert areas

About you

- Ability to create and explain complex narratives to influence varied stakeholders, including ExCo members
- Passionate about the intersection of automotive industry, wider economy and consumer choices, and using data to create meaningful insight, building convincing narratives for the future
- Confident in ensuring data accuracy feeding models, insight and forecasts
- Comfortable living in the 'grey', predicting a central path while sizing the risks and alternative outcomes and taking a proactive lead on risk management
- Ability to bring together a matrix team to deliver outcomes and drive change
- Commercial awareness: Can understand the business environment, market trends, and the financial impact of decisions to align models with the organisation's strategic goals
- Ability to develop solutions for complex financial problems

Minimum criteria

You'll need all of these.

- A degree in Economics, Actuarial Science, Statistics, Mathematics or a related field is usually required
- Extensive experience of delivering both strategic insight and key operational activities to a group of multiple stakeholders in a matrix management model
- Extensive experience of leading a team, delivering data based outlooks and complex narratives
- Experience of delivering insight that has made tangible changes in a commercial environment

Desirable criteria

- Master's Degree in fields like Economics, Data Science, Business Analytics, or a related discipline

Who you'll be working with

- You will work with the Asset Risk Strategic Leadership team in steering the priorities and developing the Asset Risk division towards our vision
- Wider business SLT colleagues to share knowledge and expertise and drive forward our strategic agenda
- All Asset Risk colleagues to support employee engagement, inclusion and career development

Motability Operations

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 815,000 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 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](#) 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 → We find solutions
- We believe we must take the lead → We drive change
- We believe everything starts with the customer → We care

What we can offer you

Motability Operations



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 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