

About the role

Proposed Role

Electric Specialist - Home

Location and hours

Bristol, London or Edinburgh

35 hours per week

Hybrid working with minimum 3 days per week in the office

Band

Senior Specialist

We're looking for a creative and pragmatic Electric Specialist to help us solve the hardest customer problems in the EV transition — especially around charging, access, and usability. This is a hands-on role for someone who thrives on ambiguity, gets energy from problem-solving, and wants to make a tangible difference to the lives of disabled customers. You'll work within one of our electric squads (home charging, public charging, energy or discovery), helping to design and iterate real-world solutions. You'll draw on insight, customer feedback and your own curiosity to shape how we respond to unmet needs. This is a role for someone who doesn't just follow a process — but helps build it.

Key Responsibilities

Customer-Centric Problem Solving

- Investigate root causes behind customer pain points, particularly around EV charging (home or public), accessibility, and cost
- Identify where existing journeys or products fall short, and design practical, scalable ways to improve them
- Use feedback, data and direct engagement to validate problems and test ideas quickly

Solution Development & Prototyping

- Work closely with Product Owners, researchers and external partners to co-create new solutions
- Contribute to rapid test-and-learn activity — from small experiments to proposition pilots
- Translate ideas into testable processes, journeys, content or services, and help embed them into delivery

Delivery Support

- Provide subject matter input on charging processes, energy systems, or fleet operations (depending on squad focus)
- Work with implementation and data colleagues to assess feasibility, operational fit and customer impact
- Spot interdependencies across squads and escalate where needed to unblock progress

Learning, Curiosity & Impact

- Continuously build knowledge in your specialist area — whether that's hardware, customer behaviour, local policy or platform integration
- Share learnings across the wider team to accelerate progress and avoid duplication
- Bring energy and ideas to the team — especially when things are messy or uncertain

Motability Operations

About You

You are naturally curious, outcome-driven and care about solving real problems — not just optimising processes. You think like a designer but act like a builder. You are comfortable working in ambiguity and get satisfaction from making things better, even if that means starting from scratch.

You have:

- Experience solving customer problems or improving services in energy, mobility, or digitally-enabled environments
- Excellent problem-framing and solution-building skills — ideally in a cross-functional setting
- Comfort working with data, insight or customer feedback to inform your thinking
- Strong communication skills — you can tell the story behind the problem and why it matters
- A collaborative mindset and willingness to own delivery, not just ideas

Minimum criteria

- Knowledge of EV charging (home or public), energy tariffs, or accessibility policy
- Experience in a startup, service design, field ops, or test-and-learn delivery environment
- Understanding of how technology, hardware and regulation interact in energy or mobility systems

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 800,000 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

Motability Operations

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



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