**About the role**

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| **Role**  Media Relations Manager | **Location and hours**  London  35 hours per week  Hybrid working with minimum 3 days per week in the office |
| **Band**  3 | **Salary**  Up to £55,000, plus benefits |
| **What you’ll be doing**  As a media relations manager, you will play an important role in delivering our corporate communications strategy, engaging with the media to promote the success of Motability Operations and to protect our reputation at all times. You will develop, lead and manage projects with organisation-wide significance, working with external and internal partners including our executive leadership team, and our agency partners to deliver effective and consistent communications in support of our business goals.  Responsibilities:   * Work with the Head of Media and Communications, and colleagues in the team, to deliver our in-house press office function. This includes shaping the media engagement strategy, developing relationships with journalists, producing proactive and reactive content, identifying and briefing spokespeople, developing media monitoring and evaluation measures, and reporting coverage and relevant news to the wider business. * Be responsible for leading the delivery of communications plans for specific project or themes of work. This includes developing the agreed narrative and a programme of activity. Ensure the plans meet the needs of the wider corporate communications strategy and aligns with work across the Marketing Division. * Act as a business partner and advisor to teams across the organisation, giving strategic advice on communications requirements. * Represent the organisation at external events and at meetings. * Work closely with the wider corporate affairs team, as well as the brand and marketing teams, to maximise opportunities to raise awareness and manage the reputation of both Motability Operations and the Motability Scheme. * Work with the Motability Foundation communications team to ensure both organisations are informed and sighted on current and upcoming projects and issues as appropriate, and to maintain a positive public profile of the Motability Scheme. * Manage relationships with communications agencies. | |
| **About you**  You will play a key role in shaping the way Motability Operations is understood and talked about externally. You will be part of our media and communications team and this role will suit you if:   * You are passionate about delivering successful communications. * You enjoy engaging with journalists and working with the media. * You are creative, and with a strategic mind, able to take complex information and translate it into compelling plain English. * You have outstanding written and verbal communication skills. * You have outstanding interpersonal skills, enjoy working collaboratively and can build relationships across all levels of an organisation. * You are comfortable working in a fast-paced environment, making decisions and acting on your own initiative, adapting to change and new challenges as required. * You are a highly organised individual and possess the ability to manage multiple projects, priorities and deadlines. * You are focussed on attention to detail and time management. * You are inquisitive and challenge leadership when necessary. | |
| **Minimum criteria**   * Significant experience in working in a media relations role. * Demonstrable experience of running successful external communications campaigns. * Experience in achieving targets and results, focused on organising and bringing people and resources together to achieve objectives. * Experience of managing agency support. * A keen eye for detail and excellent copy-editing skills. * Ability to work effectively with many different external and internal stakeholders. * Experience of preparing and managing budgets.   **Who you’ll be working with**  You’ll work closely with colleagues in the Corporate Affairs department and the wider Marketing division. You’ll also work closely with team leads across the organisation which deliver key projects, including in innovation, impact and sustainability and customer service. In addition, you will be in contact with our external communications agency. | |
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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 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**  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 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. | | |