**ROLE PROFILE**

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| **Role:** | **Application Experience Advisor** |
| **Location:** | **Bristol** |
| **Band:** | **2** |
| **Hours** | **37 hours a week****Hybrid Working –** 40% office based, 60% remote |
| **Pre-Employment Checks** | **DBS Check** [ ]  **Financial Check** [ ]  **Qualification Check** [ ]  |
| **Purpose of Role:** | Motability Operations are currently recruiting for Application Experience Advisors' to join our brand-new Application Experience Team in Bristol on a full-time, permanent basis. Forming part of our Customer Contact Services Department, you will be responsible for supporting the application process for both car dealerships and Motability Scheme customers across phone, email and live chat. Ultimately, you will ensure where possible that you deliver an excellent end to end service to your customers; the Motability Scheme users.This is a varied role where you will have the chance to work together with other areas of your team and the wider business.This is a Full-Time position covering 37 hours a week.The shifts will be based on a 4 week rotation:* 08.00am-16.00pm
* 09.00am-17.00pm
* 09.30am-17.30pm
* 11.00am-19.00pm.

As well as Monday - Friday, there will be 1 week in 4 where you will work a Saturday 9am-5pm. Shift includes 3 in 5 Bank Holidays and all include 1-hour breaks. |
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| **About you:** | To be successful in the role, you should possess a customer-focussed attitude where you naturally put the customer experience at the centre of your thought processes. You look to meet their needs, solve their problems. Be a natural listener and good communicator, the kind of person who can empathise with a customer, understand what they want and work out what to do next whilst always look to improve the customers experience.As you will be communicating with a range of customers, dealers and internal stakeholders, it is important that you have strong communication skills both verbal and written and you can manage your own time independently whilst working as part of a team.What's most important to us is that you bring your whole self in to work with you every day, take ownership of your calls and are passionate about what you do. Our working environment is quite unique, we believe in empowering people to make their own decisions and with our hybrid working pattern this allows you to manage your own time.To provide our best, we work to a set of values, chosen by our own employees, that together shape all we do:* We find solutions
* We drive change
* We care

As well as the above, you should enjoy focussing on your own development, regularly investing time for self-improvement to continuously improving and growing your skills. |
| **Minimum criteria:** | **Minimum criteria:*** Customer Service experience
* Experience of working in a customer focused environment, meeting KPI’s and call quality targets
* Basic knowledge of PC literacy within a Windows environment
* Clear and articulate telephone manner
* A genuine interest in providing excellent Customer Service
* Ability to work under pressure in a fast-paced environment

**About the Assessment Stages and what to expect**As part of your application, you will have a 20 minute call with one of the Application Team Managers to get to know you further. If successful, you would then be invited to come along to our Bristol office to complete an assessment. This would involve a:* Role play
* System exercise
* Sitting with one of our Application Experience Advisors to gain further insight into the role
* Interview
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| **About the team:** |  |
| **About us:** | Motability Operations is a unique organisation, virtually one of a kind. We combine a strong sense of purpose with a real commercial edge to ensure we provide the best possible worry-free mobility solutions to over 630,000 customers and their families across the UK. Customers exchange their higher rate mobility allowance to lease a range of affordable vehicles (cars, wheelchair accessible vehicles, scooters, and powered wheelchairs) with insurance, maintenance and breakdown assistance included. We are the largest car fleet operator in the UK (purchasing around 10% of all the new cars sold in the UK) and work with a network of around 5,000 car dealers and all the major manufacturers. We pride ourselves on delivering outstanding customer service, achieving an independently verified customer satisfaction rating of 9.8 out of 10.Our values are at the heart of everything we do. They represent ambition, and we look for our people to live and breathe them every day:* We find solutions
* We drive change
* We care

As a Motability Operations team member, the benefits you can expect are:* Competitive reward package including an annual discretionary bonus
* 15% non-contributory pension (9% non-contributory pension during probation period)
* 28 days annual leave with option to purchase and sell days
* 1 day for volunteering
* Funded Private Medical Insurance cover
* Electric/Hybrid Car Salary Sacrifice Scheme and Cycle to Work Scheme
* Life assurance at 4 times your basic salary to give you a peace of mind that your loved ones will receive some financial help
* Funded health screening for over 50s
* 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
* Employee Discount Scheme with an app to save on the go
* Free access to healthcare apps such as Peppy, Unmind, Aviva Digital GP and volunteering app on Hand for all employees
* Generous family leave policies

At Motability Operations, we believe in building a diverse workforce, where our people are empowered to attend work as their true selves, and we encourage people from all backgrounds to apply.  We want to sustain a culture that nurtures, where employees are free to flourish and where they’re rewarded equally, regardless of race, nationality or ethnic origin, sexual orientation, age, disability, or gender.We pride ourselves on being an inclusive employer and as such, all our offices provide first rate disability access. With our hybrid working environment, we do our best to accommodate part-time and flexible working requests where possible, building on our culture of trust, empowerment, and flexibility.Please note, Motability Operations reserves the right to bring forward the closing date of any of its job vacancies if we receive a suitable number of quality applications from which to make a shortlist. Therefore, we recommend that you apply as soon as possible rather than wait until the published closing date.  |