

About the role

Role Title

Electric Operations Manager

Location and hours

Bristol or London

35 hours per week

Hybrid working with minimum 3 days per week in the office

Band

Senior Specialist

Summary

We're looking for a highly organised and delivery-focused Electric Operations Manager to ensure the effective day-to-day running of our Electric team. This role plays a central part in how we deliver — making sure our teams follow the right rhythms, our planning processes stay on track, and our tools and reporting are kept up to date.

You'll work closely with Product Owners and the Head of Electric Transformation to maintain visibility of progress, ensure internal transparency, and support delivery coordination across multiple squads. You'll help create the structure and discipline that allows our strategy to move at pace — not by setting direction, but by making sure our operating model works consistently and clearly across the entire Electric division.

Key Responsibilities

Team Rhythm & Operating Model

- Own and maintain the team-wide delivery cadence — including sprint planning, sprint reviews, retrospectives, and planning cycles
- Ensure squad-level activity aligns to quarterly priorities, with effective planning and review rhythms in place
- Support the Head of Electric Transformation in coordinating cross-squad activity and maintaining shared visibility

Tooling & Reporting Discipline

- Ensure all electric squads use JIRA and Confluence effectively to track work, maintain up-to-date backlogs, and report progress
- Monitor the quality and consistency of delivery reporting — including sprint boards, goals, and internal dashboards
- Flag gaps, inconsistencies or delays in reporting that affect transparency and delivery confidence

Stakeholder Coordination & Communication

- Act as a central point for stakeholder engagement across the electric function — coordinating showcase sessions, sprint reviews and updates
- Help prepare inputs and updates for electric leadership reviews and wider enterprise governance
- Support internal communications by consolidating delivery updates and surfacing cross-cutting progress or risks

Delivery Support & Issue Resolution

- Support the Head of Electric Transformation in maintaining pace across all squads and surfacing delivery risks

Motability Operations

- Spot blockers that are process, coordination or resource related — and work with the right people to resolve
- Help ensure new team members, roles or partners are onboarded into our ways of working quickly and clearly

About You

You are highly organised, delivery-focused, and comfortable operating in fast-moving, multi-squad environments. You understand what good delivery looks like — and your focus is on making that easier, more visible and more repeatable across teams. You're not afraid of process, but you know that process only matters when it enables outcomes.

Minimum Criteria:

- Experience in an operations, delivery coordination or agile governance role — ideally supporting multiple workstreams or squads
- Strong working knowledge of JIRA, Confluence and agile delivery rhythms
- Excellent organisational and communication skills, including stakeholder reporting and meeting facilitation
- A proactive mindset — you notice what's missing, and step in to resolve it without being asked
- The ability to build trusted relationships across teams, while driving consistency and accountability

Nice to Have

- Experience supporting product, transformation or energy-related teams
- Familiarity with OKRs or similar outcome frameworks
- Ability to support light data/reporting tasks (e.g. surfacing burn-downs, board summaries, or dashboard input)

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.

Motability Operations

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



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

Motability Operations



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