**About the role**

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| **Role**  **Vehicle Condition Coordinator** | **Location and hours**  Coalville (40 hours per week) |
| **Band**  Specialist | **Salary**  £29,000 plus benefits |
| **What you’ll be doing**  Working in Vehicle Solutions, part of Motability Operations Limited, the UK’s largest vehicle leasing company, the Vehicle Condition Coordinator will support operations at all VS centres processing vehicles for sale via mfldirect sale channels.  You will work with internal teams and external partners, to support with the authorisation of vehicles into work and thereafter, will progress manage through the condition management process, ensuring that target kpi’s are achieved and quality is maintained at the required standard.  You may be required to attend performance review meetings, so there is potential for occasional travel to other centres.  Key Accountabilities:   * Monitoring system reporting to ensure that vehicles requiring authorisation are processed in line with the agreed kpi, and where appropriate, completing the authorisation process. * Progressing vehicles in work, ensuring that all vehicles outside of the kpi are regularly monitored, through to timely completion. * Completing regular stock age reconciliation, with centre contacts. * Dealing on a daily basis, with queries raised by centre teams. * Providing regular reporting in respect of all aspects of the onsite process, detailing performance against agreed kpi’s. * Provide regular feedback in respect of any issues impacting overall centre performance or post-sale claims. * Monitor post completion stock, to ensure that the onsite stock volume, is in line with the agreed stock holding. | |
| **About you**  You will utilise effective communication skills, and a proactive approach to problem solving, to identify the most effective course of action, to achieve the desired and most cost-effective outcomes.  You will prioritise tasks, manage your own time effectively, and work as part of a wider team. | |
| **Minimum criteria**   * Previous experience in a high-volume vehicle reconditioning operation. * Proficient in Microsoft software, specifically Excel and Powerpoint. * Experience of utilising data to monitor performance and subsequently present findings. * Excellent communication skills. * Full driving Licence | |
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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 750,000 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 ~~a~~ 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 | | |