

## About the role

### Role

Lead User Experience (UX) Designer

### Location and hours

Bristol or London 35 hours, three days in the office

### Band

Senior Expert

### Salary

Up to £80,000, plus benefits

### Why join Motability Operations User Experience team?

At Motability Operations, we put our customers and users at the heart of everything we do – and it shows. With an exceptional 96% customer satisfaction score, our UX team plays a critical role in shaping intuitive, inclusive, and impactful digital experiences that genuinely make a difference in people's lives.

Joining our UX team means stepping into a collaborative and cross-functional environment where your voice matters. You'll work as part of Product squads co-creating solutions grounded in real customer needs. We believe the best experiences come from deep understanding, which is why we embed continuous user research, data insights, rapid prototyping, and iterative testing into our design process.

### What you'll be doing

#### Lead and influence User Centred Design (UCD)

- Play a lead role in continuously improving our design methodology and keep abreast of new tools and processes
- Represent and grow awareness of the UX team throughout the business
- Build strong trust-based relationships with senior stakeholders to support, influence and grow UCD principles
- Advocate and provide guidance on how to use customer insights and data to inform the user experience
- Present knowledge of users in ways such as user journey maps, personas screen flows and service blueprints
- Instruct and influence accessibility with a strong knowledge of WCAG 2.2

#### Design end-to-end

- Use qualitative and quantitative data to create digital user experience journey maps.
- Work with Service Designers to consider the whole user journey, other people/processes that support it and how people interact with it in the real world
- Facilitate ideation of solutions to business and user problems
- Create prototypes of proposed solutions to test with users and achieve stakeholder buy-in
- Create detailed designs of solutions within constraints and where necessary challenge the validity of constraints
- Support delivery teams throughout the implementation of solutions
- Measure success of implemented solutions from a user experience perspective

#### UX Design community, support and mentorship

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- Build strong trust-based relationships to understand individual needs and support as appropriate
- Drive and support development based on individual learning styles and experience
- Build a collaborative environment to maximise use of expertise
- Empathise with complex situations and guide individuals to success
- Know when to step in and when to allow individuals to learn

## About you

- Must be passionate about developing and mentoring.
- Able to form strong trust-based relationships with team members, peers, managers and stakeholders
- Ability to actively listen, hear and understand what is said and not said, and with nuanced comprehension of meaning and intent
- Driven by change. Constantly looking for ways to improve, grow and expand UCD
- Very strong communication skills, able to present and communicate to different types of audiences using a variety of artifacts and methods
- Hands-on experience in roles such as Senior or Lead product/ UX designer, across multiple devices and platforms
- Enjoys working in a collaborative, team-oriented, cross-functional environment
- Experience using a test and iterate approach through usability studies, and collaborating on early UX research methods

## Minimum criteria

You'll need all of these.

- Development & Mentorship of individuals
- Cementing UCD within businesses
- Strong communications and presentation skills
- Working with senior stakeholders
- Applying WCAG accessibility standards
- Experience as a Senior or Lead UX Designer

## 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 860,000 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

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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](#) 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 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

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**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