

Insurance

Role

Insurance Insight and Analytics Lead
(Telematics)

Location and hours

London or Edinburgh

Band

Senior Expert

Salary

Competitive salary

What you'll be doing

You will form part of a dedicated insurance team within Motability Operations who manage and work with our outsourced insurance provider (Direct Line Group) to provide insurance to our customers. This is a new and exciting role that is pivotal to our overarching objective of reducing customers' risk of accidents, saving lives and significantly reducing insurance costs.

Insurance forms a major part of the Motability Scheme lease costs and the insurance proposition helps deliver worry-free motoring for our customers, whilst being risk and cost conscious. As with wider UK motor insurance; costs have significantly increased in recent years and insurance costs now make up a larger proportion of overall Motability Scheme costs. This is compounded by the recent growth of the Motability Scheme fleet, and a higher proportion of new-to-Scheme drivers. MO needs to safeguard the Scheme by ensuring insurance remains for the benefit of the Scheme customer, affordable and value for money. This role is critical to achieving that objective.

The Motability Scheme is unique in that it provides comprehensive insurance as part of the overall lease costs. With 815k+ Scheme Customers this is the largest motor fleet policy in the UK, with annual premiums in excess of £1.3bn.

The Insight and Analytics Specialist will play a pivotal role within the Telematics Product Team, working alongside our chosen partner, and you will be responsible for tracking the impact of telematics on customer driving behaviour and the effectiveness of the telematics engagement strategy and building a feedback loop that supports an agile test-and-learn approach to the roll out of telematics to three cohorts of customers. MO is uniquely placed to achieve market leadership in the effective use of data to improve drivers' experience, reduce customers' risk of accidents, save lives, and significantly reduce insurance costs and this role is key to success.

About you

This is an opportunity for someone who likes working collaboratively as part of a team to achieve success through helping our customers have fewer accidents. You need to be a self-starter and bring prior experiences to the role. We are looking for someone who:

- Can understand and analyse how customers interact and respond to telematics through the data provided by our 3rd party.

Motability Operations

- Will confidently manipulate this data and other data points to develop and evolve customer engagement strategies to ensure telematics effectively reduces accident frequency.
- Likes to interrogate various data sources to provide actionable insights and recommendations.
- Is an innovative individual with the ability to think creatively and propose solutions to enhance and iterate the telematics programme
- Is able to establish and maintain a feedback loop and effectively communicate within the team and wider stakeholders to continuously improve the telematics offering.
- Will work closely with the product team to align insights with product development and enhancements.
- Is customer-centric and has a strong focus on improving customers' experiences
- Willingly gets involved and supports other areas as opportunities arise to provide data driven solutions to challenges and opportunities
- Is a good role model for the purpose and values of MO
- Fosters a culture of collaboration and continuous improvement by being understanding of other opinions and demonstrating pragmatism in your approach

Minimum criteria

You'll need all of these:

- **You'll have a minimum of a degree in** Data Science, Statistics, Computer Science, or a related field. A Master's degree is preferred.
- **Insight and analytics experience:** Minimum of 5 years of experience in insight and analytics roles, preferably within telematics, automotive, or related fields.
- **Excellent Analytical and attention-to-detail skills:** Proven track record of developing and implementing data-driven strategies
- **Communication Skills:** Strong written and verbal communication skills and ability to communicate at all levels including senior stakeholders
- **Technical Skills:** Proficiency in data analysis tools such as SQL, Python and data visualization tools like Tableau or Power BI.

Who you'll be working with

As an integral part of the Insurance team, you'll be working within the Electric and Insurance function within MO, building strong relationships with Insurance Risk, Insurance Solutions and informing longer-term connected data strategies.

Motability Operations

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 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 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](#) 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

Motability Operations



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