

About the role

Role

Key Account Manager

Location and hours

Field Based (covering Birmingham, South Wales, South)
35 Hours per week

Band

Senior Expert

Salary

£60,000 plus competitive benefits and company car

What you'll be doing

You will manage a defined portfolio of Strategic and Key Portfolio dealer groups, delivering measurable improvement in scorecard KPIs, Standards metrics and Scheme sustainability.

You will build strong, performance-led relationships with senior operational leaders within dealer groups, ensuring MO priorities are clearly understood and consistently embedded.

You will be accountable for reducing KPI dispersion across your portfolio, delivering structured action plans and ensuring quarterly priorities are executed at pace.

You will apply the agreed escalation framework where performance falls below expectations, working in partnership with your Strategic Account Manager to drive turnaround in higher-risk accounts.

You will maintain a disciplined visit cadence aligned to dealer size, performance and risk, ensuring consistent engagement across group and franchise level stakeholders.

You will work closely with Network Account Managers to ensure coordinated regional delivery and clear division between strategic engagement and transactional support.

You will identify emerging systemic barriers affecting performance and escalate them through your Strategic Account Manager to enable structured cross-functional resolution.

You will ensure dealers are aligned to MO customer experience standards while maintaining awareness of cost control and asset protection priorities.

About you

- You are commercially aware and confident operating with senior operational leaders within dealer groups.
- You are performance-driven and comfortable holding partners to account for measurable improvement.
- You understand how dealer behaviour impacts customer experience, in-life costs and asset value.
- You are structured and disciplined in managing visit cadence, follow-up actions and KPI tracking.

Motability Operations

- You are collaborative and able to work effectively within a regional leadership structure.
- You are resilient and capable of managing challenging performance conversations constructively.

Minimum criteria

You'll need all of these.

- Strong automotive industry knowledge including understanding of dealership operational and financial drivers.
- Experience of B2B account management within a performance-led environment.
- Experience delivering measurable KPI improvement through structured action planning.
- Experience of senior stakeholder engagement.
- Understanding of OEM distribution strategies and current automotive market dynamics.

Who you'll be working with

You will report to a Strategic Account Manager and operate within a defined regional structure.

You will work alongside other Key Account Managers and Network Account Managers to ensure coordinated engagement across your portfolio.

You will engage senior operational leaders within dealer groups and collaborate with OEM field teams where required to drive performance improvement.

You will partner with internal KPI owners and cross-functional stakeholders to ensure alignment between dealer performance and MO priorities.

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 800,000 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.

Motability Operations

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



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

Motability Operations

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