**About the role**

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| **Role**  Customer Solutions Account Manager | **Location and hours**  Bristol  35-hours (Between the hours of 08:00-18:00) |
| **Level**  Senior Specialist | **Salary**  £43,450.60 (Effective 1st Jan 2025) |
| **What you’ll be doing**  As a team we manage complex and unplanned events for customers that fall outside of the standard Motability Operations guidelines. Your role would combine Customer Service, Resolving Complaints and handling Complex Queries. This could involve you investigating misuse and claims of abuse towards the Scheme and/or Scheme vehicles.  You will ensure excellent end to end case management, clearly demonstrating ownership with the skill to achieve outcomes that benefit both the Scheme and the customer. To do this, you will conduct fair, consistent and thorough investigations in accordance with MO guidelines and FCA regulations.  In this role, you will:   * Manage your time and a range of high-volume cases * Negotiate with internal and external stakeholders to find suitable solutions, ensuring fair outcomes for our customers * Reviewing evidence from a range of sources and the customer to make balanced decisions * Work with different departments to balance customer resolutions with business needs * Handle your workload thoroughly by reporting and detailing all actions in our complaint software to support root cause analysis | |
| **About you**  You are a confident and effective communicator who can engage with everyone from internal teams to external partners and customers. You can show understanding and empathy while dealing with difficult outcomes as needed. You inspire trust and build strong relationships, confidently discussing solutions with customers and understanding when to say no.  Logical and resilient, you manage your time and workload independently whilst staying calm under pressure. You balance expectations, both individually and as part of a team. As a proactive problem solver, you seek out ways to improve our processes and deliver solutions that meet both customer and business needs. You take charge of your own growth and are committed to continuous self-development. | |
| **Minimum criteria**   * Experience in a customer focused role, consistently meeting regular KPI’s and targets * Ability to communicate difficult information to customers with empathy and compassion * Capable of managing your own time effectively to meet the demands of your role * Good at creating strong relationships for a better customer service   **Who you’ll be working with**  The Customer Solutions Department consists of 55 Account Managers, 6 Senior Account Managers and 2 Support Administrators. The team works with all Account Managers being cross skilled dealing with complaints and in-life events for our customers as well as Scheme & Customer Protection. It is a dynamic team with clear progression routes, where every day is different. | |
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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 | | |