**About the role**

|  |  |
| --- | --- |
| **Role**  **Fleet Control Platform Specialist** | **Location and hours**  Bristol |
| **Band**  Senior Specialist | **Salary**  Up to £37,000 |
| **What you’ll be doing**  The Fleet Control Platform Specialist is responsible for managing, configuring, and  supporting the partner platform used for service, maintenance, and repair (SMR)  activities, including downtime management.  This role ensures that platform rules, workflows, and user access are maintained to  support accurate, compliant, and cost-effective decision-making. It combines  technical oversight with day-to-day operational support, including user  administration, issue resolution, and collaboration with platform partners to  enhance system performance.  The specialist also supports system maintenance, training, and documentation,  acting as the key point of contact for all platform-related queries. By enabling  effective platform use, and driving continuous improvement, the role supports SMR  efficiency, cost control, and consistent service delivery across the network.  **Key Responsibilities**  **Platform Management and Technical Oversight**   * Maintain and configure the SMR platform to support accurate, compliant, and cost-effective decision-making. * Ensure platform rules, workflows, and data structures are up to date and support high levels of auto-approval where appropriate. * Collaborate with platform partners to enhance performance, coordinate updates, and implement improvements. * Monitor data integrity and ensure compliance with internal policies and external regulations.   **Operational Support and Issue Resolution**   * Provide day-to-day operational support to platform users, including troubleshooting and resolving technical issues. * Act as the primary point of contact for platform-related queries, ensuring timely resolutions and clear communication. * Support the incident management partner in configuring and using downtime management tools effectively. * Deliver performance insights and reports on platform usage, issues, and outcomes.   **User Administration and Access Control**   * Manage user access, roles, and permissions to ensure secure and appropriate platform usage. * Support onboarding and offboarding processes, ensuring users have the correct level of system access. * Maintain user configuration standards to support operational efficiency and accountability.   **Training, Documentation, and Continuous Improvement**   * Create and maintain up-to-date documentation, user guides, and support materials. * Identify opportunities for system enhancements and support continuous improvement initiatives | |
| **About you**  You’re a detail-oriented and technically confident professional with experience  supporting and managing operational platforms - ideally within service,  maintenance, or fleet environments.  You understand how to configure systems, maintain data accuracy, and manage user access to enable smooth, compliant, and cost-effective operations.  With a focus on continuous improvement, you proactively seek opportunities to  enhance functionality, streamline workflows, and enable effective decision-making.  You take ownership of your work, balancing day-to-day operational demands with  the drive to deliver long-term value and ensure compliance. | |
| **Minimum criteria**   * Experience managing and configuring the Epyx 1Link platform. * Knowledge of workflows, rules, and user access control to maintain compliance and data integrity. * Skilled in troubleshooting issues and providing user support as the primary point of contact. * Experience creating documentation, guides, and training materials to support effective platform use. * Proactive in identifying improvements to streamline workflows and enhance operational efficiency. * Excellent communication and collaboration with internal teams and external partners. | |
|  | |
|  | |
| **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 | | |