

## About the role

**Role:**

Paralegal (12 month FTC)

**Location and hours**

London

35 hours per week

Hybrid working with minimum 3 days per week in the office

**Band:**

Expert

**Salary:**

Competitive salary

Join our dynamic in-house legal team and play a key role in supporting the business through a wide variety of engaging and high-profile work. This is a fantastic opportunity to gain hands-on experience across commercial, regulatory, and corporate matters while working closely with stakeholders across the business. We're looking for an experienced paralegal to provide high-quality legal and administrative support to a small legal & compliance team, assisting with the efficient delivery of legal services across the business. The role will suit a proactive paralegal with prior in-house experience who can work collaboratively with colleagues across legal, compliance, and operational teams.

Reporting to the Deputy General Counsel, the key responsibilities are as follows:

- Support the legal team with drafting, reviewing, and managing a range of commercial contracts, NDAs, and supplier agreements.
- Assist with governance, data protection, and regulatory compliance matters.
- Manage document production, due diligence, and matter tracking using a dedicated legal instructions system.
- Liaise with internal stakeholders to gather information and help deliver clear, practical legal advice.
- Support litigation, dispute resolution, and customer-facing queries where required (including liaising with external counsel).
- Help coordinate responses to regulatory or customer requests, ensuring deadlines are met.
- Contribute to continuous improvement of legal workflows and knowledge sharing within the team.

**Skills and experience**

- Proven experience working as a paralegal in an in-house legal team.
- Strong understanding of commercial contracts and key business law principles.
- Excellent organisational and communication skills, with attention to detail.

# Motability Operations

- Ability to manage multiple priorities and work autonomously.
- Confident using legal and document management systems (e.g. contract databases, e-signing tools).
- A team player with a collaborative, practical approach and strong customer focus.
- Contribute to the continuous improvement of legal processes, templates, and ways of working within the team.
- Complete ad hoc compliance tasks as requested by the Legal team.

## About you

- Paralegal qualified to LPC level, with solid experience gained in-house.
- You have a collaborative mindset and a genuine enthusiasm for working as part of a supportive in-house team.
- You love attention to detail and are very comfortable working to deadlines.

## Minimum criteria

You'll need all of these.

- Strong commercial contract and regulatory experience, with the ability to advise across a broad range of issues.
- A pragmatic and solutions-focused approach, able to balance legal risk with commercial needs.
- A proven ability to work independently and manage competing priorities in a fast-paced environment.
- Collaborative mindset and a genuine enthusiasm for working as part of a supportive in-house team.
- Curiosity and flexibility to take on new areas of work and grow your expertise.
- Excellent attention to detail and highly organised.

## Who you'll be working with

You will be part of the Legal & Compliance team. We provide proactive legal and regulatory advice that supports the business' strategic direction. We're a collaborative team who is keen to take feedback and different ways of working to ensure we continue to achieve as a team and as a business. We work collaboratively with the business and are supportive of each other, 'pitching in' with any tasks as and when required. We are proud of our role within the business providing commercial and pragmatic advice.

# 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 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 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