**About the role**

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| **Role**  Scheme Partner Development Manager | **Location and hours**  Field based  35-hours  3 days a week, either in MO offices or supplier/partner organisations, is expected. |
| **Band**  Leadership |  |
| **What you’ll be doing**  The role is required to fully manage and develop the commercial relationships MO holds with its Scheme Partner Suppliers.  The role is responsible for managing the contracts to achieve the optimum balance between the best outcome for MO’s customers whilst ensuring we are achieving commercial value from suppliers.  There are significant costs relating to the provision of the all-inclusive proposition offered to our customers as part of their lease. These costs need to be forensically controlled and relentlessly challenged whilst not detrimentally impacting the customer experience.  It is vital the successful applicant for this role can test and learn quickly, to challenge the status quo, and to collaborate with external suppliers and internal colleagues to deliver cost savings and improved processes and experiences.  This is a commercial role and savings made through your work will need to be identified and reported through initiative programmes.   * The role will be responsible for managing the commercial relationships within a set of MO’s Scheme Partner Suppliers * You will be responsible for continually improving operational processes and overseeing the planning, execution and implementation of initiatives within a set of Scheme Partner Suppliers to deliver positive commercial outcomes * You will ensure excellent customer service is achieved whilst also achieving operational efficiency and pursuing all opportunities to provide value for money * You will ensure the partners are delivering a compelling vision of how they can provide excellent customer service and performance within contractual KPIs * You will have ownership for the In Life Tactical programme, delivering continuous improvement and commercial savings through management of initiatives * You will be accountable for Scheme Partner Supplier spend vs. the annual operating plan (AOP) * You will manage a Scheme Partner Relationship Manager who will support your field based/partner-based activity from the office, implementing your initiatives and supporting internal communications with effective collaboration * You will be instrumental in the delivery of a seamless online connected journey for MO customers by engaging partners to collaborate with MO Tech * You will be responsible for delivering the appropriate customer proposition elements through the partners, liaising with MO CS teams to instigate improvements * You will need to use a data driven approach to manage partner costs and ensure there is a value-added approach whilst not impacting the customer experience * You will need to review all processes, procedures and cost saving opportunities and these will need to be detailed and implemented * You will manage the partners to fully support MO’s EV transition   This role will sit within the Partner Relationships team within the wider In Life Customer Services environment. You will form part of the Head of Partner Relationships’ senior leadership team (SLT) and will be part of MO’s wider leadership team (WLT). | |
| **About you**   * You will need to be motivated, be self-organised, resourceful and able to meet deadlines * You will need exceptional leadership skills and must be adept at coaching and performance management, as you will be managing internal and external individuals * You will need strong commercial thinking and problem-solving abilities with a strong track record of implementing large scale initiatives * You will need excellent communication skills, with experience of communicating with internal and external stakeholders at all levels. You will need to be able to use these skills to present information, influence others and cascade information appropriately at the right time and in the right manner * A strong attention to detail is a key part of the role, therefore it is essential you are confident in analysing data from different sources to ensure accuracy. You will need to draw out themes and insights and translate them into tactical and strategic plans * You will evidence experience in controlling budgets vs. spend alongside forecast accuracy * In addition to customer focus, you will also need strong commercial awareness and have an interest in the wider fleet and leasing industry, with a desire to learn about any outside influences which could impact MO or our customers within the in-life experience * You embrace change and you’re motivated by exploring ways of delivering value and impact across the whole of MO | |
| **Minimum criteria**  You’ll need all of these   * Experienced in developing commercial relationships * Experience of managing and working with 3rd party suppliers/business partners * Experience in managing the performance of supplier relationships and people * A track record of driving and implementing process improvement to achieve operational efficiency and value for money * The ability to balance customer and commercial needs whilst implementing and new ideas and approaches   **Who you’ll be working with**  This role will sit within the Partner Relationships team within the wider In Life Customer Services environment, however you will liaise closely with customer services, finance, MI and operational teams within MO.  You’ll be working closely with, and have full accountability for, the commercial relationships of a set of MO’s Scheme Partner Suppliers. | |
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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 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 | | |