

## About the role

### Proposed Role

Product Operations Co-ordinator

### Location and hours

Bristol, London or Edinburgh

35 hours per week

Hybrid working with minimum 3 days per week in the office

### Band

Expert

### What you'll be doing

Motability Operations is seeking a detail-oriented and proactive Product Ops Co-ordinator to support our Product Ops Manager in driving efficiency and operational excellence across our product teams. This role is essential in maintaining smooth operations, facilitating communication, and ensuring the implementation of best practices in our product development processes.

As a Product Ops Co-Ordinator, you will work closely with the Senior Product Ops Manager to support the efficient delivery of product operations. You will be responsible for coordinating day-to-day activities, maintaining process documentation, ensuring alignment across teams, and contributing to the overall success of product initiatives. This is an exciting opportunity for someone with strong organizational and communication skills to grow within a mission-driven organization.

### About you

You are a highly organized and proactive professional with a passion for optimizing workflows and enabling teams to excel.

You thrive in collaborative environments, seamlessly bridging the gap between technical and non-technical stakeholders.

Data-driven decision-making is second nature to you, and you are adept at identifying opportunities for improvement and implementing practical solutions. Your analytical approach allows you to make data-driven decisions, balancing product team operational needs with business objectives. You thrive in fast-paced environments and are comfortable making decisions in situations where there is ambiguity.

Your communication skills enable you to influence and align cross-functional teams, and your analytical mindset allows you to deliver meaningful insights that support strategic decision-making. Most importantly, you are committed to fostering a culture of continuous improvement and innovation.

### Main Responsibilities

#### Process Support and Implementation

- Assist the Product Ops Manager in implementing and maintaining standardized workflows across product teams.

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- Identify and address process inefficiencies, contributing to practical and scalable solutions.
- Maintain, update, and document Standard Operating Procedures (SOPs) for key processes.

## **Tooling and Documentation**

- Support the management and optimization of the product tech stack, ensuring tools are effectively utilized.
- Assist in creating and maintaining templates for roadmaps, documentation, and operational processes.
- Manage a central repository of product specifications, user feedback, and project updates to improve accessibility and organization.

## **Metrics, Reporting, and Data Analysis**

- Collect, organize, and maintain product data for analysis to support data-driven decisions.
- Create and update dashboards and reports to track product health and team performance.
- Monitor and report on KPIs that measure and enhance product team effectiveness.
- Maintain up-to-date documentation of product operations processes, policies, and tools.
- Compile and distribute regular reports and updates on key metrics and project statuses.

## **Cross-Functional Collaboration**

- Act as a bridge between product tribes, engineering, and other stakeholders to facilitate communication.
- Coordinate cross-functional initiatives and support prioritization efforts across teams.
- Promote alignment and collaboration across product and non-product teams.

## **Knowledge Management and Documentation**

- Create and maintain a central repository of roadmaps, product specs, user feedback, and project updates
- Develop and maintain documentation on processes, tools, and team best practices
- Ensure consistency of processes and tooling across tribes
- Support the maintenance of holistic roadmaps across tribes
- Reduce information silos by ensuring documentation is standardized and accessible across teams.

## **Operational and Administrative Support**

- Handle day-to-day operational tasks to enable product managers to focus on development work.
- Assist in onboarding processes, including knowledge-sharing initiatives for new product team members.
- Support incident management processes by documenting and ensuring proper follow-up actions.

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## Minimum criteria

- Demonstrable experience in a product operation, project coordination, or related role
- Strong organizational skills with attention to detail
- Proficiency in product management and collaboration tools (e.g., Jira, Confluence)
- Excellent communication and interpersonal skills
- Data-driven mindset with basic analytical skills
- Ability to work effectively in a fast-paced, collaborative environment
- Familiarity with agile methodologies and product development processes
- **Tooling Proficiency:** Familiarity with product management tools & monitoring/observability platforms (e.g., Jira, Confluence, Dynatrace, Opsgenie, or similar)
- **Communication & Interpersonal skills:** With the ability to influence cross-functional teams
- **Stakeholder Management:** Excellent stakeholder management skills, with the ability to influence and align cross-functional teams.
- **Customer & Commercially Focused:** Data-driven mindset with a strong focus on customer outcomes and business value
- **Market Knowledge:** Familiarity with market trends and competitive landscapes in relevant value streams.
- Experience in the automotive industry or mobility services is a plus

## Who you'll be working with

You'll be working closely with the Senior Product Operations Manager, Incident Co-ordinators & Product Managers as well as colleagues in both Technology (Engineering, Data, Security, ITops) and the business (CX, UI/UX, Marketing, Operations).

You will also be working closely with external partners/vendors where applicable.

## 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 815,000 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.

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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 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

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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