**About the role**

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| **Role**  Dealer Partner Internal Advisor | **Location and hours**  Bristol  35 hours per week  Hybrid working with minimum 3 days per week in the office |
| **Band**  **Senior Specialist** | **Salary**  £35,431.97  Step progression available |
| **What you’ll be doing**  You will be part of a team that provides dedicated dealer support to drive dealer performance and compliance that fundamentally improves the customer experience within dealerships.   * A high energy role where you will interact with our car and PWS dealer network in an inbound, digital (Messenger/ Teams and Zoom) and an outbound capacity. You will bring your dealer knowledge to these calls looking to understand the root cause of the issue and challenging poor behaviour * A direct line of support for all the dealerships (circa 4400), and all groups outside of the top 100 * To support the dealer partner managers (DPM’s) with their dealership support requests and to be a supporting mechanism in their Top 100 group activity * Improve the customer experience through high level complaint resolution, customer not present (CNP) and backdating processes * Be able to support dealer groups through marketing best practises and use of the dealer marketing portal * To keep up to date dealer data and find a dealer (FAD) * To support the prompt response to poor experience customer reviews * Promoting best practises within the business and the dealer network services – highlighting challenges and solutions * Administrative tasks are completed within agreed SLAs, and with a good understanding of dealer impact   To act as dealership experts for the business, resolving complaints and logistics issues with dealerships with a clear focus on achieving positive outcomes for customers and MO whilst retaining engagement | |
| **About you**   * You will have a good knowledge of dealers, and how they operate alongside a keen interest in the automotive industry generally * Delivering excellent service should be the foundation of your experience as well as being comfortable working in an environment where processes can change quickly * You will have a positive approach to change and be able to flex and adapt to fast moving and evolving ways of working * You have strong organisational skills and the ability to motivate people to deliver to the very best of their ability * You are a truly excellent B2B communicator who can build effective working relationships with internal and external stakeholders, at all levels * Able to work independently and effectively as part of a team * Are confident in improving customer experience through dealer complaint resolution * Can engage dealerships with the commercial opportunity of the Motability scheme * You can deliver difficult messages whilst explaining rationale and retaining engagement * You understand the digital future of the scheme for both our dealers and customers. | |
| **Minimum criteria**   * Ideally you will understand how dealers and dealer group’s function * You must be able to demonstrate an understanding of how to build great relationships * A proven history of achieving inbound KPI’s. * Strong communication skills * Good commercial awareness and sound business judgement * Experience of working in a customer focussed environment, meeting KPI’s * You can manage time and multiple priorities well * An understanding of the MDP programme   **Desired Skills:**   * Comfortable working under pressure with high volumes of work and prioritising tasks * Confidence in digital meetings.   **Who you’ll be working with**  You will be part of a team of 11 who support delivering excellent customer service to both dealers and customers through a variety of channels including telephony, and digital. A high-performance team, who are both proactive and reactive in their day-to-day roles.  The team is enthusiastic and motivated in supporting the DPM’s and the dealer network, to improve dealer engagement and performance. We are flexible and fully supportive of the wider needs to provide excellent service to the dealer network across all of Motability Operations.  A working week for the team varies as it involves both (reactive) inbound and (proactive) outbound calls as well as Messenger. You will also carry out administrative tasks. Each have dedicated days however this can change depending on daily business needs.  Time away from the phones is focused on proactive outbound calling to improve performance and reduce calls volumes into the business and Messenger.  The team work collaboratively and closely to ensure knowledge sharing and best practice.  The team is based in Bristol with a blended approach of office (3 days in the office) and home working. | |
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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 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](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 | | |