**About the role**

|  |  |
| --- | --- |
| **Role**  **Vehicle Condition Manager** | **Location and hours**  Field (40 hours per week) |
| **Band**  Senior Specialist | **Salary**  £40,000 plus benefits |
| **What you’ll be doing**  Working in Vehicle Solutions, part of Motability Operations Limited, the UK’s largest vehicle leasing company, the Vehicle Condition Manager will support operations at all VS centres processing vehicles for sale via mfldirect sale channels.  You will work with onsite teams to ensure compliance with MO guidance in respect of initial inspection and subsequent condition management activity, to ensure that the appropriate repair methods are utilised, that centres achieve target sale channel volumes, in line with the agreed kpi’s and to the required standard.  Key Accountabilities:   * Validation of initial inspections, thereafter, authorising and monitoring the required condition management activity. * Ensuring that repair methods identified are appropriate, and that centres are working towards delivering the most cost-effective outcomes. * Working with onsite teams to ensure that vehicles are processed in a timely manner, in line with the agreed kpi’s for each aspect of the process. * Carrying out regular inspections of completed vehicles, to ensure that the appropriate standards are being adhered to, and that post-sale claims are at acceptable levels. * Identifying trends impacting performance against all kpi’s, as well as post-sale claims. * Sharing intel in respect of such trends, with other VS and VRM colleagues and teams. * Running regular performance review meetings with Partners, utilising data to report against completed volume targets and the agreed kpi’s. | |
| **About you**  You will engage with Management Teams at the centres, regularly reviewing performance of all aspects of the service, and proactively seek opportunities to improve both the process and outcomes.  You will be mindful of costs, working to drive down the average cost per unit, to ensure that VS deliver the maximum net benefit in respect of vehicles processed and sold via mfldirect.  You will have quality and continuous improvement at the heart of everything you do, and through regular interactions with centre teams, ensure that post-sale claims receive a high-  level of focus, and any trends or issues impacting quality are identified and resolved, to ensure that the appropriate completion standards are achieved.  You are self-organised, structured and methodical in your approach. | |
| **Minimum criteria**   * Previous experience in a high volume, vehicle reconditioning operation preparing vehicles to varying completion standards. * Experience of system-based damage estimation. * Proficient in Microsoft software, specifically Excel and Powerpoint. * Knowledge of latest repair techniques and methods. * Excellent communication skills and able to communicate effectively at all levels of the organisation. * Experience of managing Supplier / Partner performance, utilising MI to monitor kpi’s and subsequently presenting findings. * Full Driving Licence. | |
|  | |
| **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 | | |