

About the role

Role

Talent & Leadership Development Manager

Location and hours

Bristol or London

35 hours per week

Hybrid working with minimum 3 days per week in the office

Career Framework

Senior Expert

Salary

Competitive salary plus Benefits

What you'll be doing

We are excited to offer this highly impactful opportunity to play a leading role in shaping talent and leadership development across Motability Operations.

As MO continues to deliver an ambitious business transformation strategy, we need a dynamic Talent & Leadership Development Manager to lead the design and delivery of organisation-wide talent development approaches. Working within the People team and reporting to the Head of Talent & Capability, this role will be accountable for ensuring MO has robust succession plans, effective critical role pipelines and high-quality development experiences that enable our people to thrive.

This role has a clear talent-focused remit and will be responsible for planning and managing the overall development experience across leadership progression pathways, succession, HiPo identification, early careers and broader talent development activity. It will operate with a strong focus on delivering through others, providing direction, oversight and enablement, while remaining close enough to key delivery to ensure high-quality outcomes.

The role will also lead, coach and develop a small team, setting clear direction, expectations and standards, while working collaboratively across the Skills Hub, People team and wider business.

Responsibilities:

Talent and leadership development

- Design and evolve scalable, organisation-wide leadership and talent development solutions.
- Drive a joined-up approach across leadership development, early careers, talent pipelines and broader capability initiatives.
- Anticipate future capability needs and translate these into practical, high-quality development solutions.
- Work with internal SMEs and external partners to ensure development solutions are engaging, inclusive and effective.

Motability Operations

Succession, pipelines and talent management

- Engage the business with the talent and succession system-enabled solutions.
- Lead activity to identify, assess and accelerate high-potential talent across the organisation.
- Strengthen critical role pipelines through targeted development, mobility and succession planning.

Stakeholder engagement and organisational impact

- Build trusted relationships with senior leaders, People colleagues and key stakeholders across MO.
- Influence and challenge constructively to ensure talent and leadership solutions meet business needs.
- Work closely with the Head of Talent & Capability to embed talent strategy and drive organisational impact.
- Lead, coach and develop team members, setting clear direction, priorities and expectations.

Data, insight and continuous improvement

- Measure the impact of talent and leadership development activity using data, insight and feedback.
- Use evidence to continuously improve programmes, processes and outcomes.
- Report on progress, risks, impact and opportunities to support decision-making.
- Ensure success is measured through organisational impact, leadership mobility and the strength of talent pipelines.

About you

- You are passionate about talent, leadership development and creating meaningful development experiences that support both people and business outcomes.
- You operate with a balance of strategic vision and attention to detail, ensuring ideas translate into practical, high-quality solutions.
- You are confident leading through others, setting clear direction and enabling effective delivery.
- You are a strong people leader who can coach, motivate and develop a small team.
- You are future-focused and innovative, with the ability to anticipate capability needs and shape solutions accordingly.
- You can build strong relationships with stakeholders at all levels and influence with credibility.
- You are comfortable working in a fast-paced environment, managing multiple priorities and adapting as business needs evolve.
- You use data, insight and feedback to make informed decisions and improve outcomes.
- You are passionate about equity, diversity and inclusion and ensure development approaches are accessible, inclusive and aligned to MO's values.
- You have a collaborative style, with the confidence to thoughtfully challenge views and ideas to achieve better outcomes.

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Minimum criteria

You'll need all of these.

- Strong experience of succession planning, talent pipelines, high-potential development or critical role planning.
- Experience designing, leading or managing leadership development and/or talent development programmes.
- Proven ability to lead, coach or develop others, either through formal line management or matrix leadership.
- Strong stakeholder management skills, with the ability to influence senior leaders and work collaboratively across functions.
- Experience using data, feedback and insight to measure impact and improve development outcomes.
- Strong planning, organisational and prioritisation skills, with the ability to manage multiple programmes and priorities.
- Confident user of Microsoft Office, particularly PowerPoint, Excel and Teams.
- Familiarity with learning platforms, talent systems, LMS or LXP technology would be advantageous.
- CIPD, coaching, leadership development or organisational development qualification would be desirable but not essential.

Who you'll be working with

The Talent & Capability team (known as Skills Hub) is part of a well-established, widely respected, proactive and friendly wider People team, working alongside HR Business Partners, HR Operations, Reward, People Experience and other specialist teams.

The team plays a critical role in helping MO build the skills, knowledge, behaviours and leadership capability needed to deliver its transformation agenda. Working collaboratively across the organisation, this is an exciting opportunity to shape how MO develops its people, strengthens leadership capability and builds strong talent pipelines for the future.

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 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, all-inclusive 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