

About the role

Role

Vehicle Licensing & Documentation (VLD)
Advisor

Location and hours

Bristol
35 hours per week
Office based team –occasional working from home option depending on business needs

Band

Operational

Salary

£30,144.97

What you'll be doing

Reporting to the VLD Manager, you will be responsible for managing the administration required for the accurate registration and taxation of Scheme vehicles, products and company cars. Your responsibilities will include:

- Filing, retrieving and securely storing V5 documentation
- Ensuring electronic and paper records are accurate and up to date with customer and vehicle data
- Managing vehicle taxation classes, including Class 3 products
- Administering the sales and V5 dispatch process for end-of-contract vehicles
- Assigning and removing personalised registrations
- Supporting customers with Penalty Charge Notices
- Providing customers with relevant information and documentation in a clear and helpful way
- Managing and responding to internal email queries relating to team processes
- Identifying opportunities for improvement and contributing ideas that support change, team goals and Customer Operations SLAs
- Supporting internal business areas by providing excellent service

About you

You are a collaborative team member with a professional and positive approach, demonstrating resilience and commitment in your day to day work.

You communicate confidently and respectfully, both in person and in virtual settings, adapting your style to suit different audiences.

You are motivated to improve processes and outcomes, actively seeking ways to work more efficiently and effectively. You approach challenges constructively and focus on practical, workable solutions.

Motability Operations

Minimum criteria

You'll need all of these.

PC literacy within a Windows environment
Proficiency in administration tasks
Strong focus for attention to detail

Who you'll be working with

The Vehicle Licensing and Documentation team are subject matter experts in vehicle registration, taxation and associated documentation. The team comprises 8 Advisors, supported by an apprentice who joins the team at intervals throughout the year.

Together, they manage high volumes of manual filing and administrative activity each day. The role requires the ability to manage multiple processes simultaneously and may involve periods of standing. They have a keen eye for detail and have multiple reporting and reconciliation tasks to carry out on daily basis

VLD provides support to the business Monday to Friday from 8.00am – 5.00pm.

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 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.

Motability Operations

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 fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers

Motability Operations



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