**About the role**

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| **Role**  **Fleet Control Team Leader** | **Location and hours**  Bristol |
| **Band**  Expert | **Salary**  Up to £40,000 |
| **What you’ll be doing**  The Fleet Control Team Leader is responsible for managing a team of agents in the  review and process of service, maintenance, and repair (SMR) work requests  submitted by scheme partners.  The role ensures all decisions are made efficiently, accurately, and in line with  company standards, warranty requirements, and cost control measures.  It combines hands-on operational oversight with strong team leadership to  manage SMR costs and identify risks such as excessive or non-compliant repairs.  The role also plays a key part in driving cross-functional collaboration, supporting  consistent service quality and operational efficiency across the organisation.  **Key Responsibilities**  **Operational Oversight**   * Supervise daily SMR job sheet processing to ensure efficient review and adherence to company standards. * Review high-value or exceptional work requests. * Ensure compliance with fleet appraisal and maintenance standards, warranty terms, and pricing guidelines. * Monitor dealer behaviour and record concerns such as illegitimate work requests, unprofessional conduct, or suspected overcharging.   **Team Management**   * Lead, coach, and support team members, ensuring a strong understanding of SMR procedures and systems. * Manage resource planning to maintain SLAs. * Conduct regular performance reviews and provide feedback and development plans. * Foster a high-performing and accountable team culture. * Assist with the processing of job sheets to support operational flow. * Manage team shifts to ensure adequate coverage and smooth operations.   **Quality Control**   * Track team performance metrics (e.g., response times, throughput, costsavings). * Ensure accuracy and consistency in decision-making across the team. * Identify trends or recurring issues in dealer requests. * Report key insights and concerns to the SMR Operations Manager.   **Dealer Engagement**   * Act as a point of escalation for complex dealer queries or disputes. * Work with dealer networks to improve understanding of policies and reduce non-compliant requests. * Work collaboratively with internal departments to resolve cross-functional * challenges. | |
| **About you**  You are a proven leader with strong expertise in SMR and operational oversight.  You possess a keen attention to detail and a commitment to upholding quality,  compliance, and efficiency standards.  You demonstrate sound judgment in assessing information, identifying risks, and  making informed decisions aligned with policies and cost controls.  You communicate effectively with internal teams and external partners.  A collaborative professional, you excel at cross-functional engagement to resolve  challenges and enhance processes. You are dedicated to fostering a disciplined,  high-performing team culture that safeguards the organisation against  unnecessary costs and risks | |
| **Minimum criteria**   * Proven experience leading operational teams with a focus on compliance and cost control. * Strong oversight skills, reviewing complex requests and monitoring performance. * Skilled in tracking metrics, identifying trends, and ensuring consistent decision-making. * Experienced in coaching and developing teams, fostering accountability and high performance. * Excellent communication and collaboration with internal teams and external partners. * Proactive problem-solver with a focus on continuous improvement and delivering operational excellence. | |
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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 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 | | |