**About the role**

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| **Role**  Operational Learning & Development Planning & Projects Manager | **Location and hours**  12 months FTC/Secondment Bristol. 35 Hours per week  Minimum 3 office days, travel to Edinburgh or London sites occasionally |
| **Band**  Management track: Expert | **Salary**  Circa. £50k plus benefits |
| **What you’ll be doing**  You’ll have the exciting opportunity to join our Operational Learning and Development department, supporting teams in Customer Services and the dealer partner network. This is a great time to join Motability Operations (MO) as we continue to grow our Scheme and transform the way that we work and the services that we provide.  You’ll collaborate with key stakeholders within our team, across Customer Services and MO to identify organisational training, coaching and communication needs and establish resource requirements to manage projects and initiatives effectively. And, when needed, you’ll help stakeholders to create business cases to meet agreed resource requirements.  You’ll work with the Ops L&D leads to develop the plans, approach, and allocate the right resources in the team to meet business priorities. You’ll be responsible for effective management and tools to track and report on Ops L&D initiatives and projects, ensuring delivery to time, quality, and budget.  You’ll establish, embed, and maintain governance of core activity and control processes across our Ops L&D team to deliver effective capacity and resource planning of our Annual Operating Plan. And you’ll make sure you’ve accounted for risks, issues and dependency management across initiatives and projects.  You’ll manage a small team of Resource and Support Co-ordinators to help you plan and deliver the Ops L&D programme. | |
| **About you**  We’re embarking on an exciting journey where we’re evolving the service we offer internally and to our Dealer Partners. We’re looking for a leader who can listen, challenge, influence and demonstrate a solid understanding of how we make a real difference within our organisation and the impact this has externally to our Customers, Dealers and Scheme Partners.  You’ll act as a consultant on L&D best practices and are committed to staying up to date in industry trends, identifying best practise opportunities and sharing these with the wider Operational L&D team. | |
| **Minimum criteria**  You’ve got commercial experience as an L&D Manager, Training Manager or Project Manager.  You have a proven record of strategic planning and managing multiple L&D projects and familiarity with project management methodologies.  You’re experienced in partnering effectively with business stakeholders at various levels.  You’ll have a strong understanding of effective learning theories and a passion for high-quality content and innovative learning solutions.  You can evidence a broad knowledge of leadership theory and models including, but not limited to, communication, change, well-being, personal and team development.  You have excellent communication and negotiation skills and can express complex ideas effectively.  You have a Bachelor’s degree in HR, Business, Education or related field.  You’re proficient in MS Office and Learning Systems (LXP/LMS).  **Who you’ll be working with**  You’ll be part of the Customer Services Ops L&D team, reporting into the Training and Communications Department Lead. Our team delivers a wide range of communication, training, coaching and Quality Assurance (QA) activities. We collaborate with stakeholders across Customer Services, Commercial and the wider business to deliver communication and learning and development support to our operational customer facing employees and dealer partners.  Whether you work in the sales team at a car dealership or a customer facing role here at MO, having the right skills and knowledge are an essential part of the formula for delivering excellent customer service. | |

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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 over 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 | |