

Motability Operations

Insurance Solutions

Role

Product Owner – Insurance Repair and Claims

Location and hours

London

35 hours per week

Hybrid working with minimum 3 days per week in the office

Band

Expert

Salary

Competitive salary plus benefits

What you'll be doing

Motability Operations is the UK's largest leasing company, supporting over 800,000 customers with worry-free mobility solutions. Insurance is a major part of the Motability Scheme lease costs, and the insurance proposition supports our customers whilst being both risk and cost conscious. To ensure we deliver on our Insurance strategy, we are expanding our Insurance Solutions product team and are seeking a skilled, experienced Product Owner.

This is a unique opportunity to play a key role in shaping the future of our Insurance Repair and Claims proposition. Supporting the Insurance Repair and Claims Product Manager, you will help deliver outstanding customer outcomes across insurance service delivery, proposition development, and the end-to-end repair cycle.

Over your first 12 months, you will take business ideas from concept through to proposal, solution design, and delivery. Your focus will be split between driving operational efficiencies and delivering commercial value, particularly around how we manage vehicle repairs as cars approach the end of their lease.

As we transition to a fully electric fleet, this role sits at the heart of a major transformation. You will help evolve our repair networks to support electric vehicles, building a strong understanding of their unique requirements while ensuring we remain cost-effective, compliant with SLAs, and consistently deliver a great customer experience.

You will work closely with a wide range of stakeholders, including external suppliers and internal teams, to coordinate delivery and drive results. You'll track and report on key performance measures, using insight and data to inform decisions and continuously improve outcomes.

Collaboration is central to this role. You'll partner with Product Owners across the team to share learning, encourage cross-team working, and contribute to the development of a strong product culture. At times, you'll also support cross-functional initiatives and flex to meet the needs of the wider Insurance team.

This product role has a strong operational dimension. In addition to product development, you'll help ensure that the day-to-day operations of our Insurance Scheme Partners work effectively for both customers and the business. This blend of product thinking and operational delivery makes the role both challenging but highly rewarding.

Motability Operations

You'll bring a genuine passion for problem-solving, a commercial mindset, and the ability to adapt quickly to deliver the best outcomes for customers and the wider business. You'll be comfortable balancing detailed planning with effective execution and have experience working in an agile environment.

Above all, you'll thrive in a small, fast-paced team where collaboration, independent working, flexibility, and ownership are essential. If you enjoy working at pace, influencing change, and helping shape innovative insurance solutions, this role offers the chance to make a real impact.

About you

- Be an advocate for MO customers, understanding friction points in the insurance journey and seeking good customer outcomes.
- Have in-depth knowledge of motor insurance or how the Motability Scheme insurance proposition works
- You will be motivated to achieve excellent outcomes in all you do
- Be agile and adaptable with strong agile ways of working experience
- Technical experience in product delivery and implementation or have worked within a project setting in an equivalent role.
- Excellent analytical skills – with proficiency in the use of analytic tools to make data and insight driven decisions to prioritise effectively
- Outstanding communication and presentation skills and able to articulate goals, priorities and requirements clearly and in compelling manner
- Be a good role model for the purpose and values of Motability Operations
- Foster a culture of collaboration and continuous improvement – be understanding of other opinions and demonstrate pragmatism in your approach

Minimum criteria

You'll need all of these:

- Experience working in the Insurance industry, preferably Motor Insurance or a strong knowledge and interest in the Motor Insurance Industry.
- Minimum of one year experience as a Product Owner, or equivalent role experience
- Advanced skills in prioritizing features, managing backlogs and balancing short term demands with long term vision
- In-depth knowledge of agile processes and principles and familiar with development lifecycle
- Have experience of managing processes or performance of teams to delivery
- Experience of stakeholder management at all levels

Motability Operations

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 860,000 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.

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

Motability Operations



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



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