

# Motability Operations

## About the role

### Role

AI Platform Lead

### Location and hours

Bristol, Edinburgh, London

35 hours per week

Hybrid working with minimum 3 days per week in the office

### Band

Senior Expert

### Salary

Competitive salary plus benefits

### What you'll be doing

We are looking for an **AI Platform Lead** (working in a Platform-as-a-Product model) to shape and continuously improve MO's AI platforms and capabilities. This role ensures colleagues have secure, compliant, and high-value AI tools that enable productivity and innovation across the business. You will manage our AI platform as a product by defining standards, setting direction for the tooling and feature pipeline, and delivering measurable outcomes that support safe, scalable and well-governed AI adoption.

### Key Accountabilities

- **Strategic Alignment of the Tooling and Feature Pipeline** - Understand business needs, assess new capabilities, and prioritise a clear pipeline of high-value AI tools and features aligned to enabling MO's strategic goals.
- **Solution Standards and Guardrails** - Define the design and build expectations for AI solutions so teams follow consistent, safe, and approved approaches.
- **Route to Production and Self-Service Enablement** - Maintain a consistent path for developing, testing, and deploying AI solutions, enabling safe self-service and ensuring solutions transition smoothly into production.
- **Governance, Compliance and Risk Management** - Apply and maintain governance controls, support assurance processes, manage environment and access policies, and ensure visibility of all AI tools and solutions to minimise organisational risk.
- **AI Platform Operations and Monitoring** - Monitor the health, performance, and consumption of AI environments, investigate anomalies, take corrective action, and maintain clear reporting on utilisation, cost drivers, and risks.
- **Value Tracking, Insights and Reporting** - Measure usage and impact of AI capabilities, analyse trends, and produce insights and reporting that demonstrate value delivered and highlight optimisation opportunities.
- **Colleague Enablement and Support** - Act as a subject matter expert for L&D and business teams, providing guidance and insights that inform training and best-practice materials, and supporting colleagues in adopting AI confidently and responsibly.
- **Cross-Business Collaboration** - Build strong relationships across MO and contribute to the AI Working Group to ensure alignment, transparency, and consistent adoption of AI capabilities.
- **Vendor and Roadmap Coordination** - Monitor vendor updates, support licensing and renewal planning with accurate utilisation data, and coordinate with suppliers and internal teams to prepare for upcoming features and changes.

# Motability Operations

## About you

- You are naturally curious about AI and emerging technologies and stay informed about new capabilities and risks.
- You look outward as well as inward, bringing external insight to help shape MO's approach to AI.
- You communicate clearly and professionally, translating technical or governance concepts into practical guidance.
- You balance colleague needs with wider requirements such as governance, security and business value, and can identify and manage the trade-offs between them.
- You take ownership, work proactively and see tasks through to completion.
- You build strong working relationships and collaborate well across teams.

## Minimum criteria

### Essential

- **Platform or Product Ownership** - Experience managing a digital platform or internal product, ideally with responsibilities across roadmap planning, governance, user enablement, and outcome measurement.
- **Working with AI, Automation, or Data-Driven Platforms** - Hands-on experience with enterprise AI, automation, or low-code platforms (building, configuring, or governing them), with a strong understanding of how emerging capabilities are adopted safely in an organisation.
- **Governance, Compliance and Risk Management** - Experience applying governance frameworks, managing access and environment controls, and working with Security, Legal, or Data teams to ensure compliance.
- **Designing and Implementing Best-Practice Frameworks** - Proven ability to create and maintain standards, guardrails, design patterns, or assurance processes that enable safe self-service at scale.
- **Cross-Functional Collaboration** - Strong experience working with multiple business areas, technical teams, and stakeholders to align priorities, gather requirements, and coordinate change.
- **Operational Monitoring and Insight-Driven Decision Making** - Experience analysing operational data (usage, performance, cost, risk indicators) to identify issues, improvements, and opportunities.
- **Clear Communication and Stakeholder Management** - Ability to translate complex technical or governance requirements into clear, practical guidance for non-technical colleagues.

### Desirable

- **Automation or AI Solution Design** - Understanding of how AI-enabled automations, agents or workflows are designed, deployed and supported. Hands-on experience is useful but not essential.
- **Vendor and Licensing Management** - Experience working with third-party suppliers and understanding licensing models, renewals and consumption forecasting.
- **Data Governance or Responsible AI Exposure** - Familiarity with responsible AI principles, data protection or ethics frameworks.

# 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 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](#) 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

# Motability Operations

-  **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