

About the role

Role

Product Owner - Customer – B2B

Location and hours

Bristol, London or Edinburgh

35 hours per week

Hybrid working with minimum 3 days per week in the office

Career Framework

Expert

Salary

Competitive salary plus benefits

What you'll be doing

Motability Operations is seeking a Product Owner to become an integral part of our Agile development team for OEM & Dealers within the Customer-B2B value stream. In this role, you will be collaborating closely with our Commercial Operations, Customer Service & Technology divisions, as well as third-party suppliers to ensure products meet our requirements and deliver maximum value to our customers and automotive partners.

The Product Owner is responsible for supporting the product lifecycle, acting as the bridge between stakeholders and your development squad, you'll translate product strategy into a prioritised, actionable backlog that maximises value and supports delivery against business KPIs.

You'll work cross-functionally to enhance the end-to-end experience, managing services that allow our manufacturer, dealer and convertor partners to successfully deliver to our customers – driving continuous improvement aligned to insight and commercial outcomes.

About you

You are a customer-focused Product Owner (or similar) with a passion for delivering reliable, scalable services that support a wide network of partners. You enjoy solving problems and making things work better for people. You have experience bringing ideas to life, improving processes and working with different teams to deliver outcomes. You're confident working with both technical teams and business stakeholders –including colleagues, partners, and external organisations like car manufacturers and dealerships. You build strong, positive relationships and can pragmatically balance commercial needs with great customer outcomes.

You may have a technical background, but, if you don't, you're curious and open to learning. You're happy collaborating with technical teams to shape what needs to be built and ensure it delivers real value. You're organised, able to prioritise effectively, and take ownership of your work from start to finish. Above all, you're motivated by improving services that make a meaningful difference for customers and partners.

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Key Accountabilities

Backlog Ownership & Prioritisation

Own and manage the product backlog using frameworks (MoSCoW, RICE, WSJF, etc.), ensuring alignment with customer needs, business value, and strategy. Continuously refine and prioritise based on capacity, value, effort, and risk.

User Story Development

Create clear user stories with defined acceptance criteria to guide delivery and meet customer expectations.

Stakeholder Collaboration

Act as the key stakeholder contact, gathering feedback and communicating a clear near-term roadmap. Partner with the Product Manager to translate strategy into a prioritised, actionable backlog.

Customer Engagement

Engage with customers to capture insights and feedback that shape product development.

Team Leadership & Escalation

Support and guide the development team by clarifying requirements and acting as a point of escalation. Triage production issues to prioritise business impact.

Agile Ceremonies

Lead sprint planning and reviews, ensuring goals are clear, work meets acceptance criteria, and teams effectively showcase outcomes and future plans.

Customer Advocacy

Champion the voice of the customer, ensuring solutions address real user needs and deliver maximum value.

Performance & Continuous Improvement

Track KPIs (e.g. velocity, cycle time) and use insights to drive continuous improvement and faster, higher-quality delivery.

Cross-Functional Collaboration

Work closely with engineering, design, marketing, and QA to ensure successful delivery.

Market Awareness

Monitor industry trends and competitors to identify opportunities for innovation.

Communication

Facilitate clear communication across teams to support collaboration and remove blocker

Minimum criteria

You'll need all of these.

- Demonstrable track record as a Product Owner or in a similar role.
- Experience delivering digital customer products and interfaces
- Practical knowledge in Agile delivery environments
- Proven stakeholder relationship management

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- Evidence of improving measurable customer outcomes

Who you'll be working with

You'll be working closely with the Product Manager & your development squad consisting of cross-functional colleagues from Engineering, Data, Scrum Masters, Business Analysts and your customers.

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 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.

Motability Operations

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



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