**About the role**

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| **Role**  Manufacturer Relations Account Manager (12 months fixed term contract) | **Location and hours**  London or Bristol  35 hours  Three days in the office with some business travel |
| **Band**  Senior Specialist |  |
| **What you’ll be doing**  To coordinate the relationship between Motability Operations and an appointed portfolio of vehicle manufacturers through the development of effective working relationships across all levels within their organisation. To ensure that vehicle manufacturers have a good understanding of the business opportunity that Motability Operations represents and are provided with a strong business case to supply a wide choice of vehicles for Scheme customers at the best possible prices. To scope and understand the future distribution models and routes to market of the brands within your portfolio. To ensure a balanced offering of EV and ICE product as Motability Operations transitions to an electric fleet. | |
| **Main Responsibilities**   * **Pricing:** You will work closely with the Asset Risk and Pricing teams to produce quarterly pricing proposals for each of your Vehicle Manufacturers. You will lead pricing negotiations with your group of Vehicle Manufacturers to ensure that prices achieved exceed KPI requirements and meet company objectives. You will also manage submission of price changes and ‘one off’ requests by your manufacturers within the current pricing guidelines. * **Account Management**: You will represent Motability Operations and the Motability Scheme to your portfolio of vehicle manufacturers at all points where the business model overlaps, e.g. pricing negotiations, marketing, vehicle remarketing, dealer management, finance, events. You will also represent the view of your manufacturers in internal discussions as well as provide market intelligence and forecasting for the manufacturers and will work with other MO teams to support this where required   .   * **Customer satisfaction**: You will work with vehicle manufacturers and internal MO departments to provide resolutions to customer satisfaction issues that exceed their expectations. * **Vehicle Choice:** You will work with your portfolio of vehicle manufacturers to ensure that MO customers can choose from a wide range of cars and that new to market cars are available for Scheme customers. * **New Vehicle Manufacturers:** You will work with identified new market entrants to secure their participation in the Scheme including co-ordination of dealer sign up, pricing and meeting Motability Operations distribution and supply expectations. | |
| **Minimum criteria**   * Experience of the UK automotive industry, preferably with knowledge of car manufacturers and fleet/contract hire organisations. * Evidence of managing relationships with key suppliers to deliver strategic objectives. * Demonstratable evidence of working across different functions internally and externally to achieve common goals for the benefit of customers. * Excellent verbal, written, analytical and presentation skills, with the ability to communicate effectively with stakeholders at all levels. * Understanding of current manufacturer/industry challenges. * Negotiation skills with the ability to identify trends from quantitative and qualitative data.   **Who you’ll be working with**   * You will be working as part of our Manufacturer Relations team, with a portfolio of approximately 12 vehicle manufacturers operating in the U.K. * You will work collaboratively with a range of internal stakeholders including vehicle risk, pricing, marketing, dealer partner, aftersales and insurance. * You will work closely with senior stakeholders across MO WLT, and external stakeholders including the Motability Foundation. | |
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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 | | |