

Motability Operations

About the role

Role

HR Business Partner (Fixed Term Contract till May 2027)

Location and hours

Bristol with some travel between other office sites (Coalville, London and Edinburgh)
35 hours per week
Hybrid working with minimum 3 days per week in the office

Career Framework

Senior Expert

Salary

Competitive salary plus benefits

About the role

We are seeking an HR Business Partner to work closely with senior leaders to shape and deliver people strategies that enable strong performance, organisational effectiveness and sustainable growth.

Reporting to the Head of HR Business Partnering (based in Bristol), you will act as a trusted strategic advisor to the business, partnering with Executives and senior leaders to align people priorities with business objectives. You will provide expert input across organisational design, workforce and succession planning, leadership capability and change, ensuring the organisation has the capability and capacity needed to succeed both now and in the future.

Using people data and insight, you will identify risks and opportunities, inform decision-making and drive measurable improvements in engagement, performance and capability.

You will play a key role in delivering Motability Operations' People Strategy, ensuring people plans are clearly linked to business priorities, KPIs and long-term organisational needs.

This role currently supports our Commercial Operations and Asset Risk teams.

Key responsibilities of this role include:

- Act as a strategic HR partner to Executives and senior leaders, aligning people priorities with business plans to drive performance, engagement and organisational effectiveness
- Shape organisational design, workforce and succession plans, ensuring the business has the capability and bench strength needed for future success
- Coach and support leaders to build high-performing, inclusive teams and to lead change and transformation confidently
- Champion a culture of collaboration, inclusion and continuous improvement, working across HR and the business to deliver joined-up initiatives
- Use people data and insight to inform decision-making, identify risk and drive measurable improvements in workforce outcomes
- Provide expert advice on employee relations and employment legislation to our HR Advisors, ensuring fair, consistent and compliant people practices
- Work closely with HR centres of excellence to deliver core people programmes, including resourcing, learning and development, and talent initiatives

Motability Operations

About you

This role is perfect for an experienced HR Business Partner with a proven ability to work at pace with senior leaders, translating business priorities into effective, commercially focused people solutions. You are comfortable operating in a complex environment, balancing strategic input with hands-on delivery, and bringing structure, insight and judgement to your work.

You have strong experience in organisational design, workforce and succession planning, and leadership coaching, and are confident supporting leaders through change and business transformation. You use people data and insight to inform decisions, identify risk and improve engagement, capability and performance.

You build trusted, credible relationships and are able to influence effectively, providing clear, pragmatic advice that enables leaders to make sound people decisions. You work collaboratively across HR and the wider organisation, role-model inclusive behaviours and take accountability for delivering high-quality, compliant outcomes.

Minimum criteria

You'll need all of these

- Demonstrable experience operating as an HR Business Partner, supporting senior leaders in a commercial or complex organisation
- Strong capability in organisational design, workforce planning and succession planning, with evidence of practical delivery
- Proven experience coaching leaders and supporting organisational change and transformation
- Solid working knowledge of UK employment legislation and application of people policies
- Experience using people data, metrics or dashboards to inform decision-making and manage risk
- Ability to influence at senior levels with confidence, credibility and sound judgement
- Strong stakeholder management and communication skills, with a pragmatic, solutions-focused approach

Desirable criteria

- CIPD Level 5 or Level 7 (or equivalent experience)
- Experience working in a regulated, matrix or fast-moving commercial environment
- Exposure to business-wide change or transformation programmes
- Experience leading or contributing to cross-functional HR initiatives or projects
- Confidence working with HR analytics and workforce planning tools, translating data into insight
- Experience partnering with centres of excellence to deliver talent, reward or capability initiatives

Who you'll be working with

The Human Resources division currently comprises of colleagues who are based across Bristol, Edinburgh, Coalville and London. The team is made up of HR Operations, HR Business Partnering, People Experience and a Talent and Capability Team.

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