**About the role**

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| **Role**  Public Affairs and Stakeholder Engagement Manager | **Location and hours**  London  35 hours per week  Hybrid working with minimum 3 days per week in the office |
| **Band**  2 | **Salary**  Competitive Salary |
| **What you’ll be doing**  Motability Operations is currently recruiting for a Public Affairs and Stakeholder Engagement Manager to join our team in London. Reporting to the Head of Public Affairs and Stakeholder Engagement, the key purpose of this role is to support Motability Operations’ development of relationships with Political Stakeholders, Industry and Disability Groups.  This is a crucial role in a relatively new and growing team, and you will be joining at a critical time for the organisation.    You will:   * Be a key external representative of Motability Operations, working with the Head of Stakeholder Engagement and Public Affairs to deliver the Public Affairs and Stakeholder Engagement plan which focuses on;   + Engagement with Political and Governmental stakeholders;   + Automotive, mobility and wider industry stakeholder engagement; and   + Disability groups, think tanks, activists and influencers. * Support the Head of Stakeholder Engagement and Public Affairs in formulating the Public Affairs and Stakeholder Engagement plan, including targets and KPI/OKR setting. * Act as resident Industry expert for the wider Corporate Affairs team, summarising for them the latest news and developments and working with the Innovation, Asset Risk and OEM Relations teams to provide situational awareness of the automotive and mobility sectors. * Support on the planning, coordination and execution of events undertaken by the Public Affairs and Stakeholder team. * Support on the delivery of joint projects with the Motability Foundation as well as the Joint Public Affairs Plan. * Work with retained agencies on projects including the dissemination of political insight to the wider organisation. * Support on the development of key external messaging including corporate presentations, slide decks, speeches and thought leadership from the CEO, Executive and senior leadership, as well as providing content for other teams doing external presentations. | |
| **About you**  We’re looking for someone who has a proven record in stakeholder engagement and experience in developing messaging and lines to take.  You will need to be a strong communicator who can build and manage relationships with key external stakeholders, the Motability Foundation and internally within Motability Operations. Experience of engaging with people at all levels is essential.  You will have an understanding of, and preferably experience in, the Automotive/Mobility Sector.  You will have experience of delivering valuable and engaging meetings both digitally and face to face.  You should be able to quickly understand the principles of the Motability Scheme and be able to communicate these to external audiences of all levels.  You will need to be highly motivated and be ready to take ownership for delivery of sections of the Stakeholder and Public Affairs plan. You are comfortable working flexibly, travelling to external meetings and managing your diary effectively.  You will also be open to new ways of doing things and be able to adapt to new methods of working. Being able to embrace the test and learn approach, alongside an ability to find the most efficient way of doing things, will help ensure you are successful in this role. | |
| **Minimum criteria**   * Experience in managing stakeholder relationships and events planning. * An interest in and understanding of issues related to the automotive/mobility sector. * Excellent communication and interpersonal skills to be able to communicate and work with all levels with external stakeholders and within the organisation. * A commitment to excellence and high standards of professionalism. * A team player with initiative and a positive “can do” attitude.   **Who you’ll be working with**  The Public Affairs and Stakeholder Engagement team sits within the wider Corporate Affairs function. We build and maintain relationships with the people who impact our business in order to influence their views and behaviours. These stakeholders cover many areas of the business and impact us to a varying degree. We prioritise those that most impact our ability to deliver on our business strategy and ultimately deliver more impact for our customers.  We also feedback relevant information into the business to improve our situational awareness. This information can support delivery of Motability Operations’ business strategy and influence our future approaches.  Finally, we work very closely with the Motability Foundation, coordinating our approaches and undertaking joint projects where appropriate to maximise our effectiveness. | |
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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 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 | | |