

## About the role

### Role

Technology Capability Analyst

### Location and hours

Bristol or London, 35 hours, three days in the office

### Band

Expert

### Salary

Competitive salary

This position sits within the MO Technology function and reports into the Technology Delivery and Capability Lead.

This is a key role within the Technology team, designed to drive the evolution of technical capability and talent development within the Technology Division, in alignment with Portfolio demand. It will work closely with Capability leads to develop our existing talent whilst horizon scanning to identify emerging technological skills required to future proof our organisation, thus delivering on our TechGrow Strategy.

This role will require technical expertise and will be embedded in the Technology Division to effectively anticipate and respond to the skill demands specific to our Technology & Portfolio requirements.

The role will collaborate closely with Talent & Development Team and the HR Team but maintains a specific focus on building and anticipating technology specific capabilities to strengthen our internal talent pipeline, minimise our dependency on external recruitment and support our reputation as a great employer with the development of our people at the core of our business.

Key responsibilities include:

### Capability Pipeline Development

- Work directly with the Technology Capability Leads to create a pipeline of technical skills aligned to current and future demands from the portfolio and platform teams, ensuring a truly proactive approach to skills development.
- Translate strategic objectives into a capability roadmap, leveraging data analytics to anticipate skills gaps, optimise team capabilities and align development initiatives with the Technology vision.

### Horizon Scanning and Future Skill Readiness

- Undertake horizon scanning to assess technology trends and shifts, advising on essential skills need to future proof our existing talent.
- Work with industry bodies to build partnerships, innovation hubs, working closely with the Talent & Development Team and their Early Year Career Specialists to identify opportunities to bring in & nurture young talent.

## **Cross-Divisional Collaboration**

- Act as the bridge between Technology, Talent & Development and HR, ensuring alignment, whilst maintaining a focus on specialised, Tech-centric skills and capability development.
- Support the production and execution of the TechGrow strategy and roadmap, working closely with the Talent & Development Digital Learning Specialist, to feed requirements into the central team.
- Advocate for the Central Talent & Development team and ensure the offerings of the Central Team are championed.

## **Utilisation of Tech Grow**

- Drive awareness and engagement in TechGrow strategy, guiding the Tech teams in using and evolving available content, whilst gathering feedback to secure ongoing engagement with the learning platform.
- Monitor engagement metrics, identifying opportunities to optimise and promote TechGrow.

## **Measurement & Continuous Improvement**

- Be a champion for Continuous Improvement mindset and drive the desire to knowledge share across the Technology Division.
- Establish and track metrics to demonstrate capability progress and support iterative funding by articulating value in terms of portfolio deliverables.

# Motability Operations

## About you

- You will be analytical and precise, with a creative flair
- You will understand the need to demonstrate value and utilise relevant metrics to guide prioritisation and delivery planning
- You will have excellent communication and collaboration skills and ability to illicit requirements
- You will be confident working with wider range of stakeholders
- You will be skilled at developing digital solutions that provide an engaging user experience
- You will be resilient in the face of failure and view it as an opportunity to inspect and adapt
- You will be passionate about driving technological innovation, continuous improvement, and embracing new technical skills
- You will be someone who can role model active learning behaviour and champion TechGrow within Technology

## Minimum criteria

- Technical expertise: Excellent understanding of technology competencies and industry trends with experience of working in Tech teams.
- Stakeholder Management & Collaboration: Demonstrable relationship management, collaboration and influencing skills. Ability to build trusted relationships with key internal (Tech, Talent & Development and HR Teams) and external (Industry bodies, educational bodies, external providers) stakeholders.
- Analytical Skills: Proficient in assessing skill gaps, identifying training needs, using data to guide prioritisation and using insights to guide approaches and interventions. Experienced in value focussed delivery such that investment in TechGrow is articulated in tangible business benefits.
- Communication skills: Excellent written, verbal and presentation skills, able to simplify complex technical skill requirements into easily understood capabilities for the non-technical.
- Passionate and proactive: Demonstrable experience of building active communities of practice and driving positive results and role modelling continuous improvement behaviours.

## Who you'll be working with

You'll be working closely with a Delivery Manager, Capability Leads across Technology, HR L&D colleagues, in particular the Digital Learning Specialist, and a wide range of relevant 3<sup>rd</sup> parties.



## **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 815,000 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**

# 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