**About the role**

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| **Role**  Customer Accounts Analyst | **Location and hours**  Bristol, 35 hours, minimum of three days in office |
| **Band**  Specialist | **Salary** |
| **What you’ll be doing**  A great chance to acquire finance experience by joining the Customer Accounts Team.  Reporting to the Customer Accounts Team Leader, overseeing outstanding balances on agreements for Agency and Customer. This includes reaching out to customers proactively to understand reasons for overdue payments, handling queries, and resolving complaints.  Collaborating closely with external partners such as Direct Line Motability, Europcar, the DWP, Social Security Scotland, and Veterans Agency, you will be accountable for reconciling lease rental agreements and spotting payment gaps. Furthermore, collaborating with internal departments, especially our Customer Experience Teams, and external contacts to guarantee that customers receive adequate support for their various needs.  Working a 35 hour a week shift pattern between 8am – 5pm Monday – Friday. | |
| **About you**  Our diverse team is in search of an individual experienced in customer service or consumer credit control. Key requirements include excellent telephone etiquette, meeting monthly KPIs, and engaging in continuous self-development.  The ideal candidate should have strong written and verbal communication skills, collaborate effectively within a team, and possess a background in handling high-volume calls. Familiarity with our services, customers, and Alfa software is advantageous.  The role entails negotiating repayment plans with empathy for customers in financial difficulty. We value adaptability, resilience, and a positive attitude under pressure. Navigating complex situations with professionalism and empathy to ensure customer satisfaction and loyalty is essential.  Analysing outcomes, suggesting improvements, and working independently are expected. Attention to detail, task ownership, problem-solving, and delivering tailored solutions autonomously are crucial aspects of the role. | |
| **Minimum criteria**  You’ll need all of these.   * Previous experience in a customer service or credit control/collections position with a strong telephone etiquette * Proficiency in Microsoft software, particularly Excel * Strong attention to detail * Well-organised and capable of managing tasks and time effectively with little supervision. * Ability to stay composed when facing pressure. * Address intricate problems independently, offering tailored solutions as needed. * Ability to manage your own time effectively to meet the demand of your customer base. | |
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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 | | |