

## Insurance Solutions

### Role

Product Owner – Insurance Repair and Claims

### Location and hours

Bristol or London  
35 hours per week  
Hybrid working with minimum 3 days per week in the office

### Band

Expert

### Salary

Competitive Salary

### What you'll be doing

Motability Operations is the UK's largest leasing company, supporting over 830,000 customers with worry-free mobility solutions. Insurance is a major part of the Motability Scheme lease costs, and the insurance proposition supports our customers whilst being both risk and cost conscious. To ensure we deliver on our Insurance strategy, we are expanding our Insurance Solutions product team and are seeking a skilled, experienced Product Owner.

This role will support the Insurance Repair and Claims Product Manager in delivering good customer outcomes through the Insurance service delivery, proposition development and repair cycle.

Your role will mainly focus on executing the product backlog for Repair and Claims initiatives - key objectives will be the prioritisation of user stories, leading on testing and developing features and ensuring that core deliverables are implemented effectively. You will clarify requirements and stakeholder and user feedback, and you will fundamentally represent the customer voice in all decision-making.

You will coordinate with key stakeholders, including external Supplier Relationships, and report on key measurables to drive success. It is essential that you work closely with other Product Owners within the team and around the business to share learning, drive cross-team collaboration and develop product culture. There may be times when cross functional work is needed, and we must be flexible to support all areas of the insurance team when required.

There are a number of key insurance deliverables to achieve in the next 12-24 months and you will play a key part in ensuring that insurance claims frequency and severity reduces. It is vital that you have a passion for seeking solutions, that you are a commercial thinker, and can demonstrate the ability to pivot based on the best outcome for our customers and wider business strategy. This role requires a combination of detailed planning, effective execution and experience of working in an agile method.

In addition to this, the team you will work on is also responsible for ensuring the operations of our Insurance Scheme Partner work for our customers and business. This product role has a strong operational component which is a nuance from a usual Product team. Above all else, Insurance Solutions is a small team and so you must be a collaborative team player who thrives in a busy, fast-paced environment.

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## About you

- Be an advocate for MO customers, understanding friction points in the insurance journey and seeking good customer outcomes.
- Have in-depth knowledge of motor insurance or how the Motability Scheme insurance proposition works
- You will be motivated to achieve excellent outcomes in all you do
- Be agile and adaptable with strong agile ways of working experience
- Technical experience in product delivery and implementation or have worked within a project setting in an equivalent role.
- Excellent analytical skills – with proficiency in the use of analytic tools to make data and insight driven decisions to prioritise effectively
- Outstanding communication and presentation skills and able to articulate goals, priorities and requirements clearly and in compelling manner
- Be a good role model for the purpose and values of Motability Operations
- Foster a culture of collaboration and continuous improvement – be understanding of other opinions and demonstrate pragmatism in your approach

## Minimum criteria

You'll need all of these:

- Experience working in the Insurance industry, preferably Motor Insurance or a strong knowledge and interest in the Motor Insurance Industry.
- Minimum of one year experience as a Product Owner, junior Product Manager or equivalent
- Advanced skills in prioritizing features, managing backlogs and balancing short term demands with long term vision
- In-depth knowledge of agile processes and principles and familiar with development lifecycle
- Have experience of managing processes or performance of teams to delivery
- Experience of stakeholder management at all levels

## 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 830,000 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

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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



**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

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**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