**ROLE PROFILE**

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| **Role** | **Outbound Logistics Team Leader** |
| **Location** | **Coalville** |
| **Band** | **2** |
| **Hours** | **45 Hours** |
| **Purpose of Role** | Working in Vehicle Solutions, part of Motability Operations Limited, the UK’s largest vehicle leasing company, the role of the Outbound Logistics Team Leader is to ensure that outbound logistics is planned and managed effectively through the Logistics Team, with optimum flow of vehicles through the process, supporting Vehicle Solutions in its objective to prepare for sale, 50K vehicles per year, at the Coalville centre.   * To organise the team on a daily basis, ensuring that tasks are prioritised, allocated and completed in a timely manner, to support the optimum flow of vehicles through the process. * Ensure that all vehicles leaving site go through the approved despatch processes, and that systems are updated to reflect the accurate status. * Ensure that vehicles are parked ready for collection, in line with the agreed process, and that compounds are kept clear, clean and tidy, at all times. * Provide regular feedback to the team in respect of achievement of daily, weekly and monthly objectives. * Liaise with other Team Leaders and Supervisors on a regular basis, to identify and resolve any issues impacting site flow and achievement of objectives. * Ensure that the team is adequately resourced, and tasks allocated in a way which supports vehicle flow and volume objectives. * Ensure that Standard Operating Procedures are adhered to at all times, and where appropriate, identify when Risk Assessments related to vehicle handling and movement, need to be reviewed or amended. * Ensure compliance with all Environmental, Health and Safety regulations, from both a people and process perspective, ensuring that colleagues report incidents, should they occur. |
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| **About you** | * You have experience of a high volume, quick turn, vehicle refurbishment operation. * You have quality and continuous improvement at the heart of everything you do. * You lead by example and can adapt your own behaviour and approach, when appropriate to do so for the benefit of the wider team. * You are structured and methodical in your approach. * You are an effective communicator, with experience of offering continuous support and development to your team, through regular performance reviews. * You seek opportunities to improve process and efficiencies, with a view to improving performance against key performance indicators. |
| **Minimum criteria** | * Experience of leading a team, in a vehicle refurbishment environment. * A flexible approach to working hours. * Able to work under pressure. * Team Player * Full UK Driving Licence. |
| **About us** | Motability Operations provides worry-free mobility solutions to over 630,000 customers and their families across the UK. Customers exchange their higher rate mobility allowance to lease a range of affordable vehicles (cars, wheelchair accessible vehicles, scooters and powered wheelchairs) with insurance, maintenance and breakdown assistance included.  We are the largest car fleet operator in the UK (purchasing around 10% of all the new cars sold in the UK) and work with a network of around 5,000 car dealers and all the major manufacturers. We pride ourselves on delivering outstanding customer service, achieving an independently verified customer satisfaction rating of 9.8 out of 10.  We employee around 1200 people who are based across 4 locations: London, Bristol, Coalville and Edinburgh.  We know that our people are key to our success and our aim is 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 for meeting our customers' needs and in return, we offer the flexibility to balance your personal and work life.  At Motability Operations, we believe in building a diverse workforce, where our people are empowered to attend work as their true selves, and we encourage people from all backgrounds to apply. We want to sustain a culture that nurtures, where employees are free to flourish and where they’re rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability or gender. |