

About the role

Role

Scheme Protection External Liaison Manager

Location and hours

Fixed Term Contract 12-18 months

Bristol/London/Edinburgh

35 hours per week

Hybrid working with minimum 3 days per week in the office.

Band

Senior Expert (Individual contributor track)

Salary

Competitive salary

What you'll be doing

You'll have the exciting opportunity to work within our Scheme Protection & Investigation Teams, protecting and advancing the integrity and reputation of the business. You will work with external organisations such as police forces, government departments & scheme partners to develop a coordinated joint approach to misuse of the scheme, including criminal activity and benefit fraud. You will use your previous experiences and relationships to maximise the use and impact of the data driven insights we produce on customer behaviour. Through the identification and actions taken to minimise misuse and abuse of the scheme you will deliver a more affordable scheme for the vast majority of our customer, who use their vehicle to live independently, contribute to society, and live their daily lives. Working with internal and external stakeholders you will ensure that we have a proactive, coordinated and managed approach to tackling areas of concern. You will be accountable for the establishment and maintenance of the external relationships, working on a continuous basis to drive mutual benefit from them.

About you

We're a diverse business looking for a dynamic individual who can establish and maintain external relationships successfully.

- You will need to be an effective communicator who has excellent external stakeholder management skills, with a tenacious approach to finding routes to develop effective relationships.
- You enjoy working with others and are able to manage and influence people to achieve objectives.
- You have previously worked with police forces across the UK, and understand how to engage, educate and drive action within that environment.
- You are able to use your communication and stakeholder skills to work with government agencies and scheme partners in a collaborative and joint manner to understand, educate and take actions
- You have previously worked in intelligence, investigation, or crime prevention roles
- You understand contractual terms and conditions, the limitations with different parties and whom and where to highlight areas of concerns.
- You work proactively, have an investigative approach and enjoy tackling challenges.
- You are able to effectively identify risks and have an inquisitive nature to understand and be able to address areas of concern and take action to prevent through the implementation of controls.

Motability Operations

- You are committed to protecting the reputation and integrity of the Motability Scheme.
- You are a self-starter with initiative, enthusiasm and ambition, and can work autonomously with limited guidance.
- You can work on multiple tasks and projects and are able to prioritise and juggle competing priorities effectively ensuring all stakeholder expectations are managed and met.
- You thrive working in a fast-paced environment and love that every day is different.

Minimum criteria

- **Relationship Management:** Able to develop and maintain productive relationships, whilst navigating sensitive situations and challenges
- **Proven communication and influencing skills:** Ability to engage effectively with people at all levels and comfortable influencing and challenging.
- **Strong external understanding:** Knowledge of police force operations that can be used to drive outcomes.
- **A proven track record:** Demonstrable experience of roles working in intelligence, crime prevention, fraud, abuse or misuse.
- **Strong commercial awareness:** Strong commercial awareness and business judgement and the ability to work well under pressure.

Who you'll be working with

You'll work closely with business managers and our Scheme Protection and Scheme Investigation Teams who are passionate about the customer experience and delivering an affordable scheme for the majority who rely on the Scheme for their daily lives. You'll also work closely with external organisations, most notably government agencies, scheme partners and police forces to collaboratively tackle instances of misuse, fraud and crime and provide education on the Scheme. The pace is fast and constantly evolving and so the team work together to get the job done.

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 860,000 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.

Motability Operations

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



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

Motability Operations

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