**About the role**

|  |  |
| --- | --- |
| **Role****Dealer Partner Manager - Midlands / Home Counties (12-month secondment/FTC)** | **Location and hours****Field Based****35 Hours per week** |
| **Band****Senior Expert** | **Salary****Up to £60,000, plus benefits** |
| **What you’ll be doing**You will create strategic and influential relationships with a defined set of large dealer groups to deliver a quantifiable positive impact on the Motability customer experience and scheme KPIs through the delivery of SMART actions**About you** |
| * You’re dynamic and able to influence and support discussions at a senior level and drive change for the benefit of the Scheme and our customers.
* You have experience of delivering valuable and engaging meetings both digitally and face to face.
* You communicate clearly and employ strong listening skills to understand the motivations of our partners.
* You are knowledgeable about the future direction of the Automotive Industry and the impact on the Scheme and Motability Dealer Partnership programme.
* You’re resilient and able to respond quickly and effectively when dealing with challenges.
* You’re innovative and forward thinking in developing strategic plans that achieve engagement and add value to the dealer and Scheme.
* You’re open to and embrace change, understanding the need to respond quickly to both external and internal changes.
* You adapt to your audience i.e. customer champion with dealers and a dealer representative internally to drive improvements that add value to the dealer, customer and Scheme.
* You can present complex concepts to external audiences.
* You understand how digital services are impacting the delivery of the Motability Scheme and you’re able to explain clearly the benefits and the opportunities to our dealer partners.
* You can drive forwards a series of KPIs by collaboratively working with our largest dealer groups which deliver excellent service to scheme customers and Motability commercial objectives
* You can engage with the rapidly evolving strategy of the business as we pursue increased ownership of our customer journey through the Customer Account & Digital Experience Platform
 |
| **Minimum criteria**You’ll need all of these.* Strong and demonstrable Automotive Industry knowledge including basic dealership financial measures.
* Experience of the Motability channel and an excellent understanding of the commercial opportunities it creates.
* Experience of B2B account management
* Experience of high-level stakeholder management
* Experience of delivering SMART objectives to effect positive change in KPIs
* Experience of working with marketing teams to create promotional plans and campaigns.
* An excellent understanding of digital retail and the impact to the customer experience.
* A good understanding of OEM distribution strategies and vehicle technology.

**Who you’ll be working with**You’ll work in a team of 7 Dealer Partner Managers who between them manage the accounts of the Top 100 dealer groups in the UK by fleet size. You’ll work with all levels within your Dealer Groups, from Senior Leaders to Motability Specialists to drive and embed change  |
|  |
| **We’ll check these**DBSFinancial Qualification |
| **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 |

 |