

About the role

Role

Continuous Research Manager

Location and hours

Bristol, London or Edinburgh (Regular Travel)

35 hours per week

Hybrid working with minimum 3 days per week in the office

Career Framework

Senior Expert

Salary

Competitive salary plus excellent Benefits

What you'll be doing

To lead the delivery and continuous improvement of Motability Operations' Continuous Research Programme, ensuring customer feedback is translated into timely, actionable insight that shapes business decisions and drives better customer outcomes.

Working as part of the Customer Insight & Analytics team and reporting to the Customer Experience Insight Lead, you will be responsible for delivering and evolving the Voice of the Customer (VoC), Customer Satisfaction Index (CSI), HEARTbeat Programme and wider continuous customer listening ecosystem. You will ensure these programmes provide robust evidence to support customer experience improvement, Consumer Duty obligations and evidence-based decision making across the organisation.

You will work closely with the Customer Experience Insight Lead to deliver the Continuous Research strategy and roadmap, continuously improving the effectiveness of customer listening programmes and promoting best practice in customer research, insight generation and continuous improvement.

You will ensure customer insight is accessible, actionable and embedded across the organisation by supporting insight democratisation, enabling self-service where appropriate, and ensuring insights are communicated effectively to the right audiences at the right time to drive action.

Working collaboratively across Motability Operations, you will build strong relationships with stakeholders, research partners and Data Science colleagues to continuously improve customer listening capabilities, enhance reporting and insight automation, and ensure customer evidence informs both strategic and operational decision making.

You will provide subject matter expertise on continuous customer research, influencing colleagues and stakeholders to adopt evidence-based approaches and ensuring research programmes remain robust, commercially relevant and aligned with regulatory expectations, including Consumer Duty.

You will support the Head of Customer Insight & Analytics and the Customer Experience Insight Lead in embedding a culture of customer-focused, evidence-based decision making, ensuring continuous research programmes deliver measurable value for customers and the business.

Motability Operations

Key responsibilities

- Design, deliver and continuously improve Motability Operations' Continuous Research Programme, including the Voice of the Customer, HEARTbeat Programme, Customer Satisfaction Index and wider customer listening ecosystem, ensuring customer insight drives better customer outcomes, business decisions and Consumer Duty evidence.
- Leading Customer Experience continuous research programmes including Voice of the Customer, HEARTbeat Programme and Customer Satisfaction Index.
- Supporting the Customer Experience Insight Lead to deliver the Continuous Research roadmap aligned to business priorities.
- Analyzing customer feedback across multiple listening posts to identify trends, emerging risks, opportunities, and evidence of customer outcomes.
- Lead the production and delivery of regular Customer Satisfaction Index (CSI) reporting, ensuring results are accurate, timely and insightful, with clear interpretation of performance trends, key drivers and customer feedback to inform decision making at operational and executive levels.
- Driving customer insight democratization through self-service reporting and scalable insight capability, working with Data Science to automate, visualize and scale customer insight reporting.
- Evaluating emerging research tools, AI capabilities, and methodologies to continuously improve customer insight capability.
- Ensure continuous research programmes provide evidence to support Consumer Duty, monitor customer outcomes, identify potential customer harm and support regulatory reporting where required.

Minimum criteria

You'll need all of these.

- Proven experience delivering continuous customer research, Voice of the Customer and customer experience measurement programmes and associated survey platforms (e.g. Qualtrics, Medallia, InMoment)
- Good understanding of Consumer Duty and the role customer insight plays in demonstrating good customer outcomes
- Educated to a degree standard, ideally in applied statistics/operational research/management science.
- Insatiable curiosity with natural desire to relate to the commercial agenda of the business and to changes going on in the analytics and research domains.
- Strong appreciation of different research methodologies and voice of the customer data sources.
- Ability to articulate analysis for a non-technical audience with clarity and in an engaging way.
- Demonstrable analytical problem-solving capabilities.
- Proven experience of agile ways of working, ideally leading insight teams.
- Excellent interpersonal, communication and influencing skills coupled with sound commercial awareness.

Motability Operations

Who you'll be working with

- You will be working as part of our Customer Insight and Analytics team who comprise a wide range of customer insight and analytics expertise. With access to a range of data sources, analytical and research tools, you will utilise these tools to help bring a deeper understanding of our customers to MO. CIA team aim to enable MO to turn data and insights into customer advantage.
- You will work collaboratively with a range of internal stakeholders and external stakeholders including third party insight agencies.
- You will work closely with senior stakeholders across MO, and act as strategic insight partner to influence and shape decision making and support success.

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 800,000 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.

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, all-inclusive 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.

Motability Operations

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 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