

## About the role

### Role

Learning and Development Programme Co-ordinator

### Location and hours

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

### Band

Specialist

### Salary

£26,000 - £32,000 (experience dependent)

### What you'll be doing

We're excited to offer a fantastic opportunity to join our Talent & Capability team at a pivotal time. As we continue to grow our impact as a centre of excellence for professional skills and capability development, this role will play a key part in bringing our programmes to life.

As an **L&D Programme Coordinator**, you'll be at the heart of delivering engaging learning experiences across onboarding, early careers, leadership and talent development. This is a varied and hands-on role, offering exposure to all aspects of learning programme delivery, from coordination and stakeholder engagement through to facilitation and continuous improvement.

You'll have the opportunity to build your skills across **programme delivery, facilitation, recruitment activity and supplier management**, making this an ideal role for someone looking to grow a career in Learning & Development.

The team have an ambitious strategy which will ensure employees at MO have the right knowledge, skills, behaviours, and experience to successfully deliver our business transformation strategy. It is an exciting time to join us and to be part of this journey!

### Responsibilities:

#### Programme Delivery & Coordination

- Coordinate end-to-end delivery of learning programmes including onboarding, early careers and leadership initiatives
- Organise and schedule sessions, managing logistics to ensure a seamless learner experience
- Support and, over time, facilitate elements of sessions such as inductions and early careers activity

# Motability Operations

## Early Careers & Talent Support

- Support the delivery of early careers programmes (e.g. placements & apprenticeships), including assessment events, recruitment coordination and onboarding
- Help create a positive and engaging experience for candidates and new joiners
- Support the effective implementation and ongoing use of our talent & succession planning platform and alignment to wider solutions

## Stakeholder & Supplier Management

- Work closely with internal stakeholders and external providers to ensure high-quality delivery aligned to MO standards
- Coordinate with suppliers, ensuring delivery meets agreed expectations and timelines

## Programme Support & Experience

- Provide in-session support to facilitators and learners, troubleshooting where needed
- Maintain and update learning materials and resources
- Support the promotion and engagement of L&D opportunities across the organisation

## About you

- You're passionate about learning and development and excited by the opportunity to be part of a team shaping how people grow and develop across the organisation
- You're an enthusiastic and proactive team player who enjoys working with a wide range of people and creating a positive, engaging learning experience
- You're confident building relationships and communicating with stakeholders at all levels, including colleagues, new joiners, and external partners
- You're organised and detail-oriented, with the ability to manage multiple activities, priorities and deadlines effectively
- You're comfortable working in a fast-paced environment, using your initiative and adapting to changing priorities
- You're curious and keen to learn, with an interest in developing your skills in areas such as **facilitation, programme delivery, early careers and learning technologies**
- You're confident using technology and systems, and open to exploring new tools that enhance the learning experience
- You value collaboration and are comfortable sharing ideas and contributing to continuous improvement
- You are passionate about equity, diversity and inclusion and role model MO's approach to creating an inclusive environment

## Minimum criteria

- Experience in learning and development, HR, early careers, events, or a coordination/administrative role
- Strong organisational and time management skills, with the ability to manage multiple priorities
- Excellent attention to detail and accuracy when managing information, data and materials

# Motability Operations

- Strong communication and interpersonal skills
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Experience using systems or platforms (e.g. LMS/LXP, HR systems or similar) is advantageous
- A genuine interest in delivering a high-quality learner and candidate experience

## Who you'll be working with

You'll be part of a collaborative, forward-thinking People team, working alongside HR Business Partners, HR Operations, Reward, People Experience and the Talent & Capability team.

This role offers exposure across the organisation, working with colleagues at all levels as well as external learning partners and providers. You'll play a key role in supporting programmes that build capability, support early careers talent, and help deliver our wider transformation agenda.

## 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 900,000 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](#) to find out more.

# Motability Operations

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 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