

About the role

Role

Insurance Performance Lead

Location and hours

London / Bristol

35 hours per week

Hybrid working with minimum 3 days per week in the office

Band Senior

Expert

Salary

Competitive Salary plus benefits

What you'll be doing

Motability Operations is the UK's largest leasing company, supporting over 830,000 customers with worry-free mobility solutions. Insurance is a major part of the Motability Scheme lease costs, and the insurance proposition supports our customers whilst being both risk and cost conscious. To ensure we deliver on our insurance strategy, we are expanding our Insurance Solutions team and are seeking an Insurance Performance Lead. This data-based role will be integral to the overall performance of insurance and ensuring insurance remains affordable and a valued component of the lease for our customers through supporting today's operations and the transformational delivery of the strategy. Direct Line Motability are a strategic long term Scheme Partner whose service provision is an essential element of MO's overall Scheme Proposition.

Contract Performance

- Drive regular performance meetings with Direct Line Motability and internal stakeholders to influence and manage supplier relationships through data-driven discussions and collaborative problem-solving.
- Own the Strategic Contracts between Direct Line and MOG, responsible for tracking performance against the contract, monitoring and evaluating performance, leveraging data and analytics against contractual SLAs, KPI's and claim indemnity initiatives (CIIs) highlighting areas of underperformance.
- Support the Proposition and Operations Manager by identifying trends, anomalies, and opportunities for improvement in claims handling and overall service delivery.
- Work with internal and external Legal Counsel to incorporate any Contract changes including obtaining senior stakeholders' (eg Group Board, Audit Committee) approval and sign off.

Strategy Planning, Claims indemnity and cost management

- Provide actionable insights that support strategic decisions and operational improvements including supporting annual DLM budget setting (OpEx) and performance against budget, providing challenge and identifying efficiency and saving opportunities through data
- Track annual process against set Claims indemnity initiatives (CIIs) and use data to suggest future opportunities to reduce claim costs
- Own and track against MO's insurance risk appetite framework and ensuring it is reviewed at least annually supporting annual reinsurance placement

Motability Operations

Reporting & Automation

- Own relationship with DLM MI team and coordinate delivery of DLM-authored MI and reporting via the Partner Portal
- Design, build, and maintain automated internal reporting dashboards using tools like Power BI, Tableau, or equivalent.
- Ensure timely and accurate delivery of monthly, and quarterly reports to Executive and other stakeholders adding value through insight
- Own, run and automate data reconciliation controls between DL and MO that ensure MO's fleet is 100% insured and other data governance, quality and compliance requirements

Governance & Stakeholder Engagement

- Secretary of the Quarterly Insurance Committee, prepare and co-ordinate cross functional completion of the reporting pack, capture minutes and actions and ensure timely completion
- Ownership of Insurance Issue and Risk register
- Manage the monthly performance management meeting working collaboratively to ensure all data inputs are available in a timely fashion

About you

You will have a strong analytical mindset with a natural curiosity to explore data and uncover insights. You will be a team player within MO's Insurance Solutions team with excellent communication skills and able to articulate complex data stories to non-technical audiences as this role requires interaction with Direct Line, General Counsel, Finance, and Executive Stakeholders. Insurance is a high performing team where everyone is encouraged and supported to develop to their highest potential.

Minimum criteria

- Be a good role model for the purpose and values of Motability Operations
- UK motor insurance experience
- Good financial acumen and strong commercial discipline
- Passionate about data, with experience of using code or tools (e.g. SQL, Snowflake etc) to query data, and visualisation tools (e.g. Power BI) to tell a story and drive good business decisions
- History of openly sharing and automating knowledge, plus insight and interest in AI-driven solutions
- Stakeholder management at senior level
- Ability to influence suppliers and challenge performance with credibility
- Negotiation / influencing skills in a (regulated) environment
- Proactive, improvement-focused, and comfortable challenging the status quo.

Desirable

- Familiarity with the Motability Scheme or similar customer-focused organisations.
- Agile ways of working experience
- Contract / outsource management

Motability Operations

Who you'll be working with

You will work as part of a growing insurance team focused on delivering right outcomes for our customers and transforming insurance for the longer term. You will report into the Head of Insurance Solutions and insurance forms part of the wider Electric team which is responsible for transitioning our customers to electric vehicles. Currently there are no line management responsibilities.

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.

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.

Motability Operations

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