**About the role**

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| **Role**Agency Analyst  | **Location and hours**Bristol, 35hours, minimum of 3days in office |
| **Band**2 |  |
| **What you’ll be doing**As an Agency Analyst your role is a pivotal role to the Customer Accounts Department, you will report directly to the Customer and Agency Manager and your responsibilities will include:* Generating a weekly/monthly set of reports, such as the monthly MI Pack for senior management and team KPI Pack.
* Analysing data to proactively discover and incorporate policy and process enhancements.
* Assisting the CTR process by submitting CTRs, creating test scripts, testing, and training staff on new features or functionality.
* Sustaining a suite of OAS reports and conducting regression testing after each system upgrade.
* Continuously evaluating and developing maintenance and control schedules to support Customer Accounts Department objectives.
* Using exception reporting to pinpoint any concerns in trends and balance movements.
* Collaborating with various Government agencies to ensure customer records are accurate and up to date.
* Maintaining DWP/Veterans/SG ledgers through identifying and executing bulk clean-up activities.

Additionally, you will work closely with third parties at the DWP, Social Security Scotland, and Veterans Agency. Your role will involve reconciling lease rental agreements post break in payment to determine the cause and sending Live Agreement and Termination reports to Benefit Agencies. |
| **About you**We are a department with diverse members seeking individuals with proven experience in an analytical role. The ideal candidate will possess the ability to effectively address financial queries and problems, it is essential to adopt a practical, forward-thinking, analytical, and adaptable approach. Display a high level of precision with exceptional attention to detail, work independently, and rely on your own judgment to make well-informed business choices.To excel in this role, you should possess self-motivation, strong time management abilities, and be capable of working independently with limited supervision. Demonstrated success in achieving outcomes in a fast-paced setting is essential, along with a thorough grasp of Microsoft packages such as Excel, Alfa and OAS or equivalent systems.It is essential for the Agency Analyst in the Customer Accounts Department to embrace and promote change to foster growth and innovation. |
| **Minimum criteria**You’ll need all of these.* Proficient understanding of Alfa, Genesys & Microsoft packages
* Familiarity with OAS or a similar reporting tool
* Capability to generate and access reports independently in OAS or a similar reporting tool
* Strong reconciliation abilities and attention to detail
* Advanced proficiency in Excel
* Collaborative team player who engages with other departments and functions
* Proficiency in working with extensive datasets, organising, and handling data in Excel and OAS
* Interest and capability in resolving intricate queries

**Who you’ll be working with**You will be closely collaborating with multiple colleagues in the Customer Accounts Department, which consists of 15 team members handling tasks related to Customer, Agency & Financial Corrections, reporting directly to the Customer and Agency Manager. The teams responsibilities include maintaining over 750,000 agreements, updating Benefits Agencies on new agreements, and monitoring payments for any issues.Your role will involve working closely with different people and teams at Motability to guarantee the smooth handling of customer debt. |
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| **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
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| **What we can offer you**

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|  | **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 |

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