

About the role

Role

Identity Governance Lead

Location and hours

London, Bristol, 35 hours a week, 3 days in the office

Band

Senior Expert

Salary

Competitive salary plus benefits

What you'll be doing

As our Identity Governance Lead, you'll provide leadership, coaching, and coordination to ensure secure, seamless, and well-governed identity services across our enterprise and customer platforms.

You'll be responsible for leading and developing the IGA capability within the Information Security function — ensuring that access to systems and data is secure, compliant, and aligned to business needs. You'll help deliver a consistent and mature approach to access control and assurance.

You'll play a key role in helping the team deliver important initiatives, including:

- Supporting the onboarding of critical applications into our Governance tooling, strengthening identity governance and access controls.
- Embedding Segregation of Duties frameworks and helping devise and deliver the long-term Privileged Access Management (PAM) programme.
- Simplifying access models by reviewing and refining existing role and policy designs to ensure appropriate, efficient, and least-privilege access across key business systems.
- Supporting our Early Years Career programme by helping to grow internal capability, including mentoring junior talent with the support of our internal teams.
- Contributing to the delivery of the Identity Strategy, helping define and mature our governance roadmaps.

You'll set clear priorities, support delivery teams, and foster collaboration with managed services, the wider Information Security function, and technology partners.

This role ensures that identity governance delivery is sustainable, resilient, and aligned with business and security priorities through close collaboration with internal teams and partners.

The role primarily focuses on leadership and oversight rather than direct configuration, but requires enough technical understanding to confidently assess, challenge, and guide solution decisions.

About you

You are an experienced Identity Governance leader who thrives on supporting teams to grow and influencing strategy at a senior level.

You understand the technical challenges well enough to guide delivery, while focusing on people leadership, assurance, and long-term maturity.

Motability Operations

You are:

- A supportive leader who provides coaching, 1-2-1s, and clear direction to help teams succeed.
- Strategic in mindset, able to represent priorities in senior forums and influence enterprise security direction.
- A strong organiser who can prioritise effectively and maintain momentum across multiple workstreams.
- Collaborative, building strong relationships across Information Security, Technology, and Risk & Compliance.
- Curious and forward-thinking, with an appetite for exploring innovative solutions that deliver both efficiency and resilience.
- Energised by leading initiatives that make a tangible difference to the security of our people and customers.

Minimum criteria

You'll need all of these.

- Proven experience leading Identity Governance & Administration.
- Strong knowledge of IGA tools such as Saviynt, SailPoint, or EntraID.
- Experience defining and delivering strategic roadmaps and governance improvements.
- Hands-on experience (or equivalent leadership oversight) with IGA processes including Joiner-Mover-Leaver (JML), Role-Based Access Control (RBAC), access certification, and Segregation of Duties (SoD).
- Practical understanding of SoD, RBAC, PBAC, access certification, and privileged-access governance.
- Experience contributing to or shaping Privileged Access Management (PAM) strategies.
- Strong collaboration skills, able to partner with technical teams across infrastructure, applications, and compliance to deliver joined-up solutions.
- Excellent organisational and prioritisation skills, with the ability to manage competing demands and keep delivery on track.

Who you'll be working with

You'll lead the Identity Governance team and work closely with our managed service partner, providing leadership, coaching, and direction to help them deliver at pace and grow capability. You'll work closely with the Security Leadership Team, and collaborate across the wider Technology function, to ensure Identity Governance priorities are clear, achievable, and aligned with business needs.

Motability Operations

Beyond Security, you'll engage with colleagues in our Technology and Risk & Compliance functions, representing Identity Governance in wider forums and ensuring services integrate seamlessly with organisational goals. This role gives you the opportunity to both support your teams day to day and influence Identity strategy at a senior level.

We'll check these

DBS Check

Financial Check

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 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.

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 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