**About the role**

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| **Role**  Fleet Control Specialist | **Location and hours**  Bristol  35-hours  3-days in the office  The team cover the department hours of 07.00 through to 17.30 via a shift rotation. |
| **Band**  Specialist |  |
| **What you’ll be doing**  The role is required to form part of the team who liaise with dealers to manage all in life service, maintenance, and repair costs for Motability Operations’ customers’ vehicles in life.  There are significant costs relating to the management of our customers’ vehicles through the period of their lease, and using technical understanding and knowledge, these need to be forensically controlled whilst not impacting the customer experience.  This is a very commercial role and savings made through your work will be identified and reported.   1. Reviewing all requests for work from vehicle repair suppliers, using your technical knowledge to ensure MO are paying only for the correct repairs, at the appropriate cost, at the right time 2. Answering customer/dealer queries via telephone and ensuring a first-class service is delivered at all times, with a commercial lens  * Ensure 1-Link requests are responded to with technical knowledge and commercial challenge in a timely manner  1. Providing technical support to the whole company and it’s fleet and where necessary arbitrate between dealers, manufacturers and customers 2. Collaborate and support other business areas where appropriate | |
| **About you**   * You have a level of technical knowledge which will allow for the accurate assessment of submitted repairs & Maintenance requests * You’re organised and can prioritise workload ensuring targets are met * You’re customer focused and committed on delivering exceptionally high levels of service within a very commercial environment * You work as part of a team and support your colleagues * You analyse and sort data to inform decisions, maximising satisfaction and minimising spend * You maintain high levels of accurate performance when under pressure * You can support new and ongoing business initiatives with the aim of promoting an excellent customer experience within a cost control model * Alongside a customer focus, you will also need strong commercial awareness and have an interest in the wider fleet and leasing industry, with a desire to learn about any outside influences which could impact us or our customers within the in-life experience | |
| **Minimum criteria**   * A detailed understanding of the epyx 1Link system * Technical knowledge * A strong commercial focus and the ability to provide evidence of balancing excellent customer service vs. a voracious appetite to provide value for money for the Scheme * An understanding of how the MO Scheme operates in particular in-life processes and procedures * You must have the ability to balance customer focus and commercial implications whilst implementing new ideas and different approaches   **Who you’ll be working with**  This role will sit within the Strategic Partner team within the wider Customer Services environment; however you will support the wider MO environment with technical and specialist knowledge. | |
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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 | |
| **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 | | |