**About the role**

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| **Role**Business Analyst | **Location and hours**London or Bristol35 hours per weekHybrid working with minimum 3 days per week in the office |
| **Band** Specialist | **Salary** Competitive Salary |
| **What you’ll be doing**We are currently recruiting for a skilled Business Analyst to join either our Bristol or London colleagues on a permanent basis. Reporting in to an Analysis Team Lead, you’ll also be working alongside colleagues and stakeholders within the wider business. |
| **About you**You’re an experienced Business Analyst with a track record of delivering insight-driven solutions that make a tangible and demonstrative difference. You’re equally comfortable operating autonomously or collaborating within a multidisciplinary team, and you thrive in environments where technology, data, and process intersect.Your approach is inquisitive and outcomes focused, and you’re driven to understand how change enables value for customers and colleagues alike. You ask the right questions, at the right time, to uncover underlying needs, and you’re confident in navigating ambiguity to shape clear, actionable outcomes.You possess strong communication skills, using a range of techniques to engage stakeholders, build consensus, and challenge where needed. You’re naturally inclined to think critically about risk, efficiency, and the balance between short-term pragmatism and long-term value.Above all, you're passionate about the craft of analysis, whether that’s improving processes, uncovering insights through data, or playing a key role in shaping service direction. You bring initiative, curiosity, and professional maturity to your work, and you take pride in contributing to a high-performing team. |
| **Minimum criteria**We value individuals who are engaged, motivated self starters. Being able to clearly communicate is vital, as is a drive to fully understand business processes and the needs that drive them. You’ll also need to have a keen attention to detail, a natural curiosity that leads you to confidently question scenarios, and the professional skillset to analyse and document your findings clearly and accurately. You will have gained experience in a BA role is expected, preferably in an agile environment. Data analysis skills are desirable, but not a strict pre-requisite. A drive to continually develop and be engaged with your own development journey is also desirable. **Who you’ll be working with**Whilst you’ll report to an Analysis Team Lead, you’ll work directly with your development team, who won’t necessarily be Analysts and may come from a variety of disciplines with the technology space. The Analysis team do, however, work closely with each other to understand skills and techniques currently in use to ensure best practice and continuous improvement. There is an expectation that you be engaged with this, and value the opportunities that come from the collective expertise within the team. |
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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 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 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 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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