

# Motability Operations

## About the role

### Role

HR Operations Administrator  
FTC/Secondment 6 Months

### Location and hours

Bristol or Edinburgh, with occasional travel to our other locations, 35 hours, minimum of 3 days in office

### Band

Operational

### Salary

c. £27,500

### Purpose of the role

You are a proactive and detail-oriented individual with some hands-on experience in HR processes and a strong interest in developing your career in HR operations. You understand the importance of accurate, timely service in creating a positive employee experience.

This is an exciting time to join the team, as HR Operations undergoes transformation to modernise systems and enhance service delivery. You're keen to build on your existing HR knowledge while gaining exposure to new tools, processes, and ways of working.

You're confident using digital tools to manage HR data and documentation, and you take pride in maintaining accuracy, confidentiality, and consistency. Known for your reliability and collaborative approach, you work well with others and contribute to a smooth, responsive HR service that supports both employees and managers.

### Key Accountabilities

- Supporting onboarding activities, including right to work checks, pre-employment screening, and induction coordination.
- Updating employee records in the HRIS, ensuring timely and accurate entry of basic changes.
- Delivering new hire inductions to ensure a positive onboarding experience.
- Providing timely and accurate data to support payroll processes (e.g., overtime, absence).
- Administering and tracking leave of absence requests (e.g., maternity, paternity)
- Responding to general HR queries related to policy/process/benefits or administrative requests from employees and managers with a focus on excellent service.
- Managing employment references and confirmations for current and former employees.
- Providing support to HR Operations Co-ordinators with employee lifecycle activities, including the preparation of standard contracts and processing routine job changes.
- Producing monthly HR reports to support business insights and compliance.
- Contributing to the continuous improvement of HR processes and documentation.
- Maintaining up-to-date HR process documentation.

# Motability Operations

## About you

You are a proactive and detail-oriented individual with a strong interest in developing your career in HR operations. You thrive in a busy, fast-paced setting and are passionate about delivering accurate, efficient, and high-quality support to employees.

You may have attained or be working towards a CIPD Level 3 qualification, or have gained experience through practical exposure to HR processes. You bring strong organisational skills, a collaborative mindset, and a commitment to service excellence.

You're comfortable using digital tools and systems to manage documentation and data, and you take pride in supporting HR processes that contribute to a positive employee experience.

## Minimum criteria

- Hands-on involvement in HR service delivery, with a focus on administrative and customer support, ideally in a HR shared services context
- Knowledge of core HR processes across the employee lifecycle.
- Familiarity with HRIS systems and data management practices.
- Strong administrative and organisational skills.
- High attention to detail and commitment to data accuracy.
- Ability to handle confidential information with discretion.
- Excellent communication skills, both written and verbal.
- Ability to manage multiple tasks and prioritise effectively in a fast-paced environment.
- Proficiency in Microsoft Office, particularly:
  - Excel:** data entry, formulas (IF, VLOOKUP), pivot tables, chart creation, conditional formatting
  - Outlook:** managing calendars, emails, and meeting coordination
  - Word:** including document formatting, mail merge etc.
- Knowledge of employment legislation and right to work requirements.
- Ability to meet deadlines and work independently or as part of a team.
- Enthusiasm for improving HR processes and documentation to enhance service delivery

## Desirable criteria

- CIPD Level 3 qualified, working towards, or practical experience.

## We'll check these

Due to your access to employee and business data, we'll complete a DBS and finance check before you join us.

# Motability Operations

## 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](#) 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 → 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

# Motability Operations



**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