

Job Description

Mobility and Driving Advisor

Purpose of the role

- To carry out face-to-face mobility assessments with disabled beneficiaries, in relation to vehicle and adaptation requirements. Prepare detailed assessment reports to support charitable funding decisions.
- To act as a representative of Motability, ensuring that beneficiaries are handled professionally, efficiently and sensitively, working to the highest standards of customer service.

Key Accountabilities

Customer Assessment:

- Conduct driver and passenger mobility assessments to cover areas such as driving, cognitive and physical ability (including product demonstrations and the opportunity to test drive vehicles and adaptations) as required and make detailed recommendations compatible with company policies.
- Liaise with beneficiaries, suppliers and other stakeholders as necessary.
- Take responsibility for beneficiary cases, from assessment through to handover.
- Assist beneficiaries, carers or driving instructors with vehicle and adaptation familiarisation.

Task Management:

- Liaise with Grants Advisors to ensure grant procedures are followed through to grant award.
- Produce concise, accurate and timely assessment reports in line with good practice.
- Communicate effectively with colleagues on all aspects relevant to customer assessments and vehicle adaptation solutions.
- Assist in the development of systems and procedures to continuously improve the service.

Other:

- Provide support and guidance to Motability employees to ensure beneficiaries are provided with a timely and suitable solution.
- Promote awareness of Motability's services and responsibilities to stakeholders and other external organisations.
- Keep abreast of assessment techniques, technology, standards and legislation relating to vehicles, driving instruction and mobility products.
- Attend exhibitions and external meetings as required.
- Carry out training about high-tech controls to Motability's partners.
- Ensure vehicle is clean and roadworthy. Windscreens and lights should be free from grease and dirt, allowing a high level of visibility at all times.



- In addition to Driver and Vehicle Standards Agency (DVSA) checks, Motability will carry out their own driving assessments in-house every other year.

Qualifications, Training, Professional memberships or Accreditations

Essential:

- Approved Driving Instructor (Level 4).
- Educated to 'GCSE'/'O' Level/NVQ 3 (minimum) standard (Mathematics and English).

Desirable:

- A' Level standard.

Experience and Track Record

Essential:

- Experience as an approved driving instructor.
- Previous experience in a customer-focussed environment.

Desirable:

- Experience of disabled driver and passenger assessment.
- Experience of working with vehicle conversion specialists.
- Experience of disabling conditions and how these affect mobility.
- Experience of working with vulnerable people with sensitivity and tactfulness.

Capabilities Profile – technical skills/knowledge

Essential:

- Working knowledge of Microsoft Office suite, including Word, Excel and Outlook.
- Must have a full clean UK driving license.

Desirable:

- Detailed knowledge of mobility solutions to meet customer needs.
- Working knowledge of Customer Relationship Management (CRM) systems.

Capabilities Profile – leadership, management or personal skills/knowledge

Essential:

- Excellent communication skills, both oral and written.
- Deliver customer service excellence, both internally and externally.
- Demonstrate a high level of motivation to do the job well and to continuously improve processes.
- Confidence to deal positively with challenges that are presented.
- Organise priorities so that work is delivered accurately and on time.
- A can-do attitude.



Reporting line, structure, key working relationships

Reports to:

Mobility and Driving Team Leader.

Key interfaces:

- Beneficiaries, carers, family members and their advocates.
- Dealers and the vehicle conversion industry.
- Employees of Motability and its service providers.
- Motability Directors.
- Motability Governors.

Resources, scale and scope of role, location and any travel factors:

- Based from home, customer assessments and vehicle demonstrations are predominately in the designated local region. At times, it will be necessary to support other team members at locations throughout the UK.
- Jobholder must be flexible on working hours and meet the need to see beneficiaries at their homes outside normal working hours. This may require the jobholder to regularly stay away from home overnight.
- Ensure that health and safety is at the forefront of the working environment at all times and respect the diversity of Motability's beneficiaries.
- Jobholder will be required to undertake first aid training
- Jobholder will need to keep up-to-date with legislation applicable to role.
- Decisions and recommendations are based on facts obtained, and in accordance with, Motability's Grants Policy. As the jobholder will be dealing with some of the most complex cases, they will need to show discretion, integrity and sensitivity whilst managing customer expectations.
- Recommending grants for approval to a maximum of £30,000, based on any review or reassessment that has been carried out.
- The jobholder will be:
 - Carrying out approximately 250 beneficiary assessments per year.
 - Responsible for making and maintaining contact, visiting beneficiaries and producing a written report within an agreed timescale.
 - Working alone without direct supervision for most of the time.
 - Required to travel to Motability's office in Harlow on a regular basis.
 - Subject to an enhanced DBS check.
 - Working with the Team Leader regarding continuous professional development (CPD).

