



Motability

The leading car scheme for disabled people

APPOINTMENT OF DIRECTOR OF SCHEME OVERSIGHT

JULY 2019

Saxton Bampfylde





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“The Motability Scheme has given me back my freedom. I no longer have to rely on others for a lift and I can spend more time travelling with my children”

Bryony (above)

FOREWORD

Dear Candidate

Thank you for your interest in Motability.

Motability is a unique charity which has transformed the lives of millions of people living with disability across the United Kingdom. From its pioneering foundation in 1977 to the sophisticated and large-scale operations of the present day, we have had one very clear vision; to help disabled people onto the 'Road to Freedom' by enabling them to lease a car, powered wheelchair or scooter through the Motability Scheme using their state-funded mobility allowance. The numbers are huge; 5 million cars have been delivered on the Motability Scheme since its inception and 1 in 9 new registrations on the roads of the UK today is a Motability vehicle. Most importantly, however, the effect has been transformative for millions of lives and plays a nationally-significant role in addressing inequalities of both opportunity and outcome for the disabled community and their families.

The word 'unique' is sometimes overused. In this case, it is quite justified when describing Motability and the Motability Scheme. There is no other organization (at least, not that we are aware of) anywhere in the world which combines the best of the charitable, public and private sectors in the same way to benefit disabled people. Through our leasing partner, Motability Operations plc, and in cooperation with the Department of Work and Pensions, the Motability Scheme provides vehicles to 625,000 customers, while the Charity itself made charitable donations totaling £33 million in 2018/19 to over 10,000 beneficiaries who require complex vehicles, adaptations or other financial assistance to secure the mobility that they need. This figure is set to rise in 2019/20, as we continue with a significant expansion in our charitable grant-making activities made possible by increased funding.

Motability is an organization which is often in the public eye and you would be joining us at perhaps the most exciting and challenging time since its foundation. You would lead a highly-motivated team as we help to chart a new strategy and expand both the headcount and the breadth of operations of the Charity, reaching out to new groups of beneficiaries and leveraging the potential of new technology to explore new mobility services for disabled people, as well significantly expanding our existing programme of charitable grant-making to existing Motability Scheme customers.

I joined Motability as the Director in 2018 after serving as a Royal Air Force officer. In my 'second career' I wanted to join another high-profile, professional and compassionate organization with a clear sense of purpose and service to others. I have not been disappointed and am proud to lead an outstanding team whose commitment to the people we serve shines through in everything they do. I hope that you will consider joining us and making a real difference to the lives of millions of people.

Paul Atkinson

Paul Atkinson CBE
Director

INTRODUCTION

Motability is a unique charity which works to provide affordable, worry-free transport for people with disabilities. Funded by the motability living allowance of its customers, the Scheme empowers people and assists them in staying connected to the world around them.

Today, over 600,000 disabled people and their families enjoy the everyday freedom from leasing a vehicle through the Motability scheme.

Set up in 1977, it is incorporated by Royal Charter and its Chief Patron is Her Majesty the Queen. Since its establishment it has provided over four and a half million vehicles and has helped millions of disabled people through the provision of cars, powered wheelchairs and electric scooters.

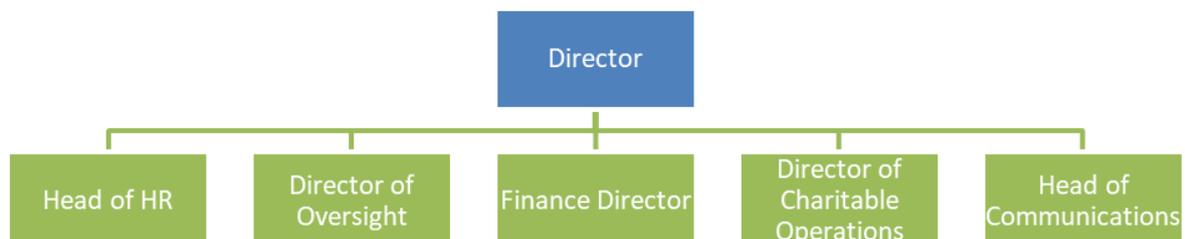
Motability's areas of responsibility include:

- Setting the strategic policies and direction of the Motability Scheme (which comprises the Car Scheme and the Powered Wheelchair and Scooter Scheme) and overseeing its performance to ensure that it meets the needs of disabled people.
- Providing grants to disabled people who would not otherwise be able to afford the vehicle or adaptations they need. Grants are funded through the ongoing support of Motability Operations.
- Raising awareness of the Scheme among potential customers and people who advise them so that they can make an informed decision as to whether they join the Scheme or not.

Motability Operations operates the Motability Scheme under contract to Motability and is now the largest fleet operator in the UK; it is a highly influential organisation within the UK motor industry as the largest supplier of used cars to trade. The contract between Motability and Motability Operations is known as the 'Scheme Agreement', which will be renegotiated in time.

As part of the Scheme Agreement, Motability Operations provides significant funding to Motability. This funding, set to increase substantially in the coming years, will allow for a major expansion of the charity. Increasing in scale will allow the charity to do more for its customers via the Tenth Anniversary Trust. That Trust, established in 1989, is a further separate charity which was established to hold and disperse funds to support Motability's charitable objectives.

More information about Motability can be found on its [website](#) or in its most recent [annual report](#). Motability Operations also has its own [website](#) as does [the Scheme Agreement](#). Motability's top level organisational structure can be seen below.





THE ROLE

The Motability Scheme is the core of Motability's existence and so the role of Director of Scheme Oversight (DSO) is one of existential importance to the charity. This is a pivotal role and will be key in defining the future of the charity, the scheme, and the way Motability effects the lives of millions of people.

This is a newly created Director role, designed to better support the Scheme Oversight Committee (SOC) and the Board in exercising oversight of Motability Operations. The DSO will ensure that both Motability and Motability Operations comply with the Scheme Agreement and, when the current agreement comes to an end, work to renegotiate the terms of the Agreement.

In practice they will develop the Scheme's management framework and report on performance results, acting as an 'intelligent customer' vis-a vis Motability Operations. With a constant focus on the best interests of Motability customers, balanced with operational and strategic considerations, the Director will give, or withhold, authorisation to additions, removals and exception to the Scheme's customer proposition.

In addition the appointee will be the lead for emerging mobility technology and advising on external relations and regulation. In certain cases, the Director will assist on the management of relationships with service providers and stakeholders such as the government and disability organisations. Motability is dedicated to openness and as such the Director will also prepare an annual report on oversight for the public domain.

As a senior figure in an organisation incorporated by Royal Charter, the Director of Scheme Oversight will also be required to ensure Motability complies with the highest standards of governance and maintains a reputation for professionalism and principled work. It is expected that this person will be, and will be perceived externally to be, a key public face of the charity and scheme and so must be an exemplar of Motability's values: openness, integrity, passion, and collaboration.

KEY RESPONSIBILITIES

Scheme Oversight

- Act as lead director in support of the SOC, setting the agenda in consultation with the SOC Chair and leading the Committee's activities and programme of work.
- Ensure that both Motability Operations and Motability comply with the Scheme Agreement.
- Generate and lead an annual programme of 'deep dives' into key oversight issues, including external reviews where appropriate.
- Prepare an annual report on oversight for publication in the public domain.
- Assist in and, in certain cases, manage the relationships with service providers and key stakeholders including Government and disability organisations.
- Act as 'intelligent customer' vis-a vis Motability Operations in agreeing and authorising proposed additions, removals and exceptions to the customer proposition on the Motability Scheme.

Performance

- Update, and where necessary assist in renegotiating, the Scheme Agreement.
- Manage the contractual relationships between Motability and its service providers in a collaborative manner focusing on key performance indicators, targets, and results.
- Work collaboratively with Motability Operations in agreeing the Scheme customer proposition, including policies and processes.
- Work closely with the Director and Governors on financial oversight and direction of the Motability Scheme and Motability Operations, including reviewing: annual operation plan, capital expenditure, reserves management and treasury.
- Work collaboratively with Motability Operations in defining the future strategy for the Scheme to ensure that it adapts and continually supports the unique requirements of disabled customers.
- Work closely with external stakeholders, including NAO, DWP and Charity Commission, on any reviews or queries related to Motability or the Scheme.

Policy

- Monitor relevant Government policy and proposals. Work with government departments, service providers, legal advisers and research organisations on relevant policy and legislative issues, advising the Director and Board as required.
- Monitor developments in personal mobility-related technology, including progress in electric vehicles, Connected and Autonomous Vehicles, emissions regulations and Mobility as a Service.
- Develop recommendations for Governors for the future development of Motability and the Scheme, in consultation with Motability Operations and stakeholders.

PERSON SPECIFICATION

The successful candidate will be an exceptional person, capable of confidently taking on a unique role and building positive relationships quickly. They will possess outstanding finance, commercial, oversight and standards evaluation skills, which they will complement with well-developed interpersonal skills and gravitas.

Ideal candidates will have senior management experience in a relevant industry, such as motor, aviation, oil and gas etc. However, applications will be considered from a wide variety of fields. Those for whom the scale and operational complexity of Motability Operations will be unfamiliar will be required to demonstrate a compelling case that they can quickly bring themselves up to speed and adeptly position the charity in relation to Motability Operation's work.

The successful candidate will be highly persuasive, strategically minded but capable of commanding detail and have a positive attitude to continuous improvement.

ESSENTAL

- A track record of successful oversight in a complex environment, with evidence of influencing and positive relationship building.
- A strategic mind-set and the ability to plan, develop, and deliver strategies.
- Leadership and management experience.
- Financial and commercial acumen coupled with political nous.
- Firm, fair, very well-developed interpersonal skills, gravitas.
- Alignment with the values of Motability.

DESIRABLE

- Knowledge of the Statement of Recommended Practice (SORP) as applied to charities.
- Experience in the motor industry or related sector.
- Experience of negotiating commercial contracts and delivering business change initiatives.
- Up-to-date understanding of current government, European, economic and business issues.

TERMS OF APPOINTMENT

An attractive package will be negotiated with the successful candidate. Motability offer 26 days annual leave, health and wellbeing support, a generous pension, flexible working and enhanced maternity, paternity and adoption pay amongst other benefits.

The role will be based in Warwick House, Harlow, Essex, CM19 5PX, but will require regular travel to London.

Appointment will be subject to referencing.

HOW TO APPLY

Saxton Bampfylde Ltd is acting as an employment agency advisor to Motability on this appointment.

Candidates should apply for this role through our website at www.saxbam.com/appointments, using code **FAMA0B**.

Click on the '**apply**' button and follow the instructions to upload a CV and cover letter and fill-out an equal opportunities monitoring form*. If you have difficulty applying please call 0207 227 0880 (during office hours) quoting reference FAMOB.

The closing date for applications is noon on **22 July 2019**.

*The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please **do not** include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.



Motability

The leading car scheme for disabled people

Registered charity in England and Wales

No. 299745