



Licensee & Fleet Services Administrator

Fixed Term 12-18 Months

Are you ready for an exciting challenge in a thriving Licensee & Fleet Services Department?

We have an exciting opportunity for a Licensee & Fleet Services Administrator to join our dynamic team at United Rental Group Limited, based at our Chesterfield Head Office.

We're seeking a detail-oriented and proactive individual who thrives in a fast-paced environment, has exceptional organisational skills, and is eager to grow within our expanding company. If you enjoy working as part of a collaborative team and have a keen eye for accuracy, we'd love to hear from you!

About United Rental Group

United Rental Group is the UK's leading licensee network of independent vehicle hire companies. We manage close to 600 licensees, operating from around 700 locations nationwide, providing car, van, truck, and specialist vehicle rental services. Based in Chesterfield, Derbyshire, we are a small team with under 100 people and have been operating since 1991.

Don't let our team size fool you - we are an enormously financially successful business, generating between £17m and £30m in annual profit in recent years. We're a proud BVRLA member and part of the East Midlands Chamber.

We foster a vibrant, fast-paced environment where energy, enthusiasm, and motivation thrive. You'll be joining a team of passionate professionals who love what they do. Our culture is built on collaboration, shared values, and a commitment to high performance.

Ready to make an impact?

Are you up for an exciting challenge within a successful team – the Licensee and Fleet Services Department is the heart of our business – a large team of 16 that covers a broad spectrum of fleet administration.

The main purpose of this role is to manage vehicle orders from the point of order onwards. You will be responsible for entering orders into our software system and placing vehicle orders with suppliers to the correct specification. The role involves maintaining delivery timelines and liaising with Customers, Dealers, Manufacturers, Finance Companies, and other relevant parties to progress vehicles through to invoicing, registration, and delivery. You will also be responsible for resolving any issues promptly and will continue to manage and oversee the order even after the vehicle has been delivered.

Good verbal and written communication skills are essential as you will be required to liaise with internal and external sources and maintain a high standard of communication with customers as well as colleagues.



Key Responsibilities

- Input new vehicle orders onto the system using prepared quotes for a variety of vehicles and manufacturers
- Update vehicle and finance details on vehicle records
- Send daily orders and finance requests
- Complete the purchase order process efficiently
- Chase, receive, and upload invoice instructions
- Invoice new vehicles to customers or finance companies
- Send authority to tax and deliver vehicles to dealers
- Liaise with dealers to arrange vehicle registrations and deliveries
- Resolve any problems that arise within the order and delivery process
- Handle V5 queries and related administration
- Answer queries from customers, suppliers, and internal departments by email or phone in a timely and efficient manner
- Establish customer needs by building excellent relationships
- Carry out administrative duties and support ad-hoc projects as required by team managers to assist the department and wider company
- Maintain SharePoint records with up-to-date order numbers and all relevant information
- Assist with coordinating RentPlan deliveries, following up on delivery updates, and processing RentPlan order confirmation paperwork.

We're looking for someone who

- Has strong administrative experience.
- Ideally has experience in an automotive or rental vehicle role.
- Is dynamic, proactive, and ambitious.
- Can effectively prioritise workload in a fast-paced environment.
- Is proficient in Microsoft Office (Outlook, Word, and Excel).
- Possesses excellent verbal and written communication skills.
- Has a positive attitude and strong interpersonal skills.
- Learns quickly and performs well under pressure.
- Is passionate about working for one of Britain's best local operators within the country's largest vehicle rental network.



What We Offer

- A competitive salary
- 22 days annual leave plus statutory
- Private Medical Insurance
- BUPA Dental
- Cycle to Work Scheme
- Free onsite parking
- Pension Enrolment
- Onsite gym facilities
- A lively, collaborative culture that celebrates success with events and team recognition

Working Hours

This role involves working a 40-hour week, Monday to Friday, usually between the hours of 8.00am and 17.30pm with one hour for lunch. Flexibility on this may be required periodically.

How to Apply

To apply, please send your written expression of interest, along with your CV and salary expectations, to our HR Department –

Kerry Apps Kerry.Apps@URG.co.uk & Georgina Arbon Georgina.Arbon@URG.co.uk.

Closing Date: Friday 28th August 2026

