



Rental Manager - SpireDrive

Are you ready for an exciting challenge ?

Following a successful year and the upcoming integration of the United Rental Network (URN) into SpireDrive, we are seeking a dynamic and experienced Rental Manager to lead and oversee the SpireDrive rental network. This is a pivotal role within the business, offering the opportunity to drive performance across customer service, operational efficiency, growth, and profitability.

SpireDrive is part of the United Rental Group, which facilitates the rental and sale of over 15,000 vehicles annually through a network of 550 independent licensees across the UK.

This is an excellent opportunity to join a great team. Driving this area of the business will require a high level of knowledge about the rental industry and the ability to lead a team to achieve the necessary goals, for this reason previous management experience in vehicle rental is necessary to be considered for this role.

About United Rental Group

Celebrating almost 34 years, in business, United Rental Group is the proud owner and operator of United Rental System, leading a licensee network of over 600 independent vehicle hire companies and more than 750 rental locations across the UK. At URG, we foster a vibrant, fast-paced environment where energy, enthusiasm, and motivation thrive. You'll be joining a team of passionate individuals who truly love what they do. Our unique company culture is built on successful collaboration, where colleagues work together towards shared values and goals, ensuring high performance and a harmonious workplace.

Key Responsibilities

- Lead and manage the Reservation Management Team, ensuring prompt and professional handling of all booking requests, queries, and communications.
- Oversee the development and performance of departmental staff through structured PDMs and appraisals.
- Manage the Fleet on Demand reservation system, ensuring timely processing of hires, off-hires, extensions, and exchanges.
- Act as the escalation point for customer service and reservation-related issues, including booking requests, invoice queries, and data accuracy.
- Resolve customer service issues with a focus on delivering exceptional satisfaction.
- Ensure completion of all daily, weekly, and monthly system and booking checks, maintaining data accuracy and compliance.
- Liaise with the licensee network to source vehicles and monitor booking fulfilment.
- Collaborate with internal teams to maintain process accuracy and resolve operational issues.
- Build strong relationships with customers, understanding their needs to deliver tailored mobility solutions.
- Support the Director of Operations and Sales in driving departmental success.
- Undertake additional duties as required.



About you / Skills Required

- Proven management experience within the vehicle rental industry (essential).
- Strong leadership and team development skills.
- Excellent organisational and problem-solving abilities.
- High attention to detail and accuracy.
- Strong communication skills, both verbal and written, with professional phone etiquette.
- Ability to manage competing priorities effectively.
- Proficiency in Microsoft Office applications, particularly Outlook and Excel.
- A collaborative mindset and a positive, "can-do" attitude.

What We Offer

- Competitive salary
- 26 days annual leave plus statutory holidays
- Private Medical Insurance (post-probation)
- BUPA Dental cover (post-probation)
- Company car
- Cycle to Work Scheme
- Free onsite parking
- Pension enrolment
- Regular team events and celebrations

We work hard & we reward hard work! Our business recognises the importance of our colleagues spending time together away from the office. We have numerous events throughout the year to celebrate being part of a successful & lucrative business!

Working Hours

This role involves working a 40-hour week, Monday-Friday, usually between the hours of 8.30am-5.30pm though flexibility and hybrid working may be possible.

How to Apply

To apply, please send your written expression of interest, along with your CV and salary expectations, to Kerry Apps at Kerry.Apps@URG.co.uk.

Closing Date: Friday 28th November 2025

