



DEFLEET ASSISTANT

Are you ready for an exciting challenge in a thriving Defleet Department?

We have an exciting opportunity for a Defleet Assistant 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

With nearly 34 years in business, United Rental Group proudly owns and operates United Rental System, a leading 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 professionals who love what they do. Our company culture is built on collaboration, shared values, and a commitment to high performance.

Ready to make an impact?

As a Defleet Assistant, you will be part of a dedicated team of nine, ensuring the smooth operation of the defleet process. Your responsibilities will include DVLA acknowledgements, V5 processing, inbox management, RFL cheques, CAP valuation updates, and overdue call support. You'll play a key role in ensuring high standards while maintaining excellent communication with customers and colleagues.

Key Responsibilities

- Process V5 documentation, including distributing, scanning, and record-keeping.
- Handle DVLA acknowledgements to ensure compliance and accuracy.
- Process Road Fund Licence (RFL) cheques efficiently.
- Manage booked vehicle lines, ensuring timely updates.
- Compile and distribute post to maintain organised communication.
- Assist in preparing V11 documents for the monthly renewals.
- Monitor and manage inboxes, responding to queries and escalating when needed.
- Answer and direct calls professionally and efficiently.
- Update CAP valuations, ensuring data accuracy.
- Support overdue call management, following up on outstanding actions.
- Assist with other defleet team tasks as needed.



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

- Highly competitive salary.
- Private Medical Insurance with AXA PPP.
- Flexible working: Option to work from home two days per month (after a successful probation period).
- Career progression opportunities with investment in your professional development.
- A supportive and celebratory team culture with events throughout the year.
- Free on-site parking for a stress-free commute.
- On-site gym facilities to support a healthy work-life balance.
- Company Car Scheme (after 12 months of service).

Working Hours

This role is 30 hours per week, Monday to Friday, with flexibility on start and finish times, provided a minimum of six hours are worked each day, plus 30 minutes for lunch. Occasional flexibility may be required.

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 February 2025

