



Defleet Vehicle Specialist

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

In this technical role, you'll review inspection outputs and repair estimates, applying sound judgement to authorise vehicles into work and ensure decisions are proportionate, compliant, and commercially balanced. You'll also support maintenance and manufacturer warranty matters across the live fleet, assisting licensees with technical reviews and helping minimise downtime through efficient claim resolution. This role suits someone detail-focused, mechanically confident, and comfortable making clear, defensible decisions in a fast-paced environment.

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?

As a Defleet Vehicle Specialist, you'll join a specialist team ensuring vehicles are progressed efficiently from return through refurbishment and disposal. The role focuses on technical review and authorisation rather than physical inspection, while also supporting maintenance and manufacturer warranty matters across the live fleet where technical input is required. You'll evaluate inspection evidence, review repair estimates, assess warranty eligibility, and approve vehicles into work in line with agreed standards and commercial expectations. You'll help maintain consistency, control costs, protect residual values, and support timely resolution of technical queries across both defleet and operational fleet life.

Key Responsibilities

- **Vehicle Authorisation & Review** – Review third-party inspection outputs and site-provided repair estimates, applying technical judgement to authorise vehicles into work in line with agreed standards, tolerances, and commercial considerations.
- **Maintenance & Warranty Support** – Provide technical support to licensees in relation to on-road vehicle maintenance and manufacturer warranty claims. Review diagnostic reports and repair recommendations, help determine warranty eligibility, and support timely resolution to minimise vehicle downtime and return vehicles to operational status as efficiently as possible.
- **Technical Decision-Making** – Assess repair methods, scope, proportionality, and warranty applicability to ensure outcomes are appropriate, consistent, and defensible, balancing quality, cost control, and operational efficiency.
- **Query Resolution & Escalation** – Support the resolution of technical queries and disputes by providing clear rationale for authorisation decisions or warranty positions, escalating complex or exceptional cases where required.



- **Process & Compliance Support** – Ensure authorisation and warranty-related decisions are accurately documented and aligned with internal processes, supporting auditability, transparency, and governance.
- **Insight & Reporting Contribution** – Contribute to operational visibility through structured tracking of authorisation activity, trends, warranty patterns, and exceptions, supporting continuous improvement and informed decision-making.
- **Collaboration & Communication** – Work closely with Defleet colleagues, licensees, partners, and internal stakeholders to ensure clear, timely communication and a joined-up approach across both the defleet and live vehicle lifecycle.
- **Site Engagement (as required)** – Undertake occasional site visits where additional clarity, validation, or collaboration is required, supporting informed technical decision-making.

We're looking for someone who

- Has a strong understanding of vehicle condition, refurbishment, maintenance, and warranty considerations within an operational or fleet environment.
- Possesses sound mechanical and technical knowledge, with the ability to interpret diagnostic reports and manufacturer repair guidance.
- Is comfortable making balanced technical decisions based on inspection evidence, repair estimates, and warranty criteria.
- Brings a methodical, detail-focused approach with the confidence to challenge where appropriate.
- Can work effectively in a fast-paced, changeable environment while maintaining consistency and accuracy.
- Communicates clearly and professionally, with the ability to explain decisions in a reasoned and pragmatic way.
- Demonstrates a proactive mindset and a willingness to support continuous improvement across processes and systems.

What We Offer

- Highly competitive salary
- Private Medical Insurance (AXA PPP)
- Flexible working – option to work from home up to 2 days per month (after successful probation)
- Genuine investment in personal and professional development
- A lively, collaborative culture that celebrates success with events and team recognition
- Free on-site parking and gym facilities
- Company Car

Working Hours

This role involves a 40-hour working week, Monday to Friday, typically between 8:00 am and 5:00 pm, with a one-hour lunch break. The role is based in Chesterfield, with periodic site visits where appropriate to support the wider Defleet operation. 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 17th April 2026