



DEFLEET ASSISTANT

Location: Chesterfield Head Office

Looking for a role where detail matters and your work makes a difference every day?

We're hiring a Defleet Assistant to join our growing operations team at United Rental Group. This is a fantastic opportunity for someone who thrives in a structured, fast-paced environment and enjoys staying organised, solving problems, and keeping things moving behind the scenes.

If you're someone who takes pride in being the person others can count on — with a passion for admin, a strong sense of responsibility, and a team-focused attitude — this could be the ideal next step in your career.

About Us

With over three decades of experience, United Rental Group (URG) is the proud operator of United Rental System — the UK's largest licensee network, supporting over 600 independent vehicle hire companies across 750+ locations nationwide.

We're more than just a fleet business. We're a people-driven company where collaboration, accuracy, and proactive thinking are celebrated. You'll be joining a supportive, hard-working team that genuinely enjoys what they do — and takes pride in doing it well.

What You'll Be Doing

As a Defleet Assistant, you'll be part of a close-knit team of nine, responsible for managing key vehicle defleet processes. From handling documentation and compliance checks to managing inboxes and supporting invoicing, you'll play a critical role in keeping our vehicle operations compliant, efficient, and well-documented.

No two days are exactly the same — so if you like structure but enjoy variety, this is a great fit.

Your Key Responsibilities

- **V5 and DVLA Administration** – Process V5 documentation (distribution, scanning, record-keeping) and handle DVLA acknowledgements to ensure legal and procedural accuracy.
- **RFL and Tax Processing** – Prepare and record Road Fund Licence (RFL) cheques and V11 documents for monthly vehicle tax renewals.
- **Vehicle Status and Valuation Updates** – Manage booked vehicle lines, maintain accurate CAP valuations, and ensure timely system updates.
- **Communication and Inbox Management** – Monitor shared inboxes, respond to or escalate queries, and professionally handle incoming calls.
- **Postal and Administrative Support** – Compile and distribute incoming and outgoing post and assist with wider defleet admin tasks as needed.
- **Overdue Process Assistance** – Support and follow up on overdue vehicle calls and outstanding actions to ensure resolution.
- **Option to Purchase (O2P) and Invoicing** – Handle and escalate O2P notifications, chase invoice instructions, and complete and issue accurate vehicle-related invoices.



What We're Looking For

We want someone who's highly organised, positive, and reliable — someone who doesn't just tick tasks off a list but genuinely takes pride in getting them right.

You'll need to be:

- Experienced in admin or office support roles (automotive or fleet sector a bonus)
- Skilled in Microsoft Office (especially Outlook, Word, and Excel)
- A strong verbal and written communicator
- Focused and detail-orientated, with excellent time management
- Able to prioritise workload independently while working collaboratively
- Proactive, personable, and keen to contribute to a team-focused environment
- Calm under pressure and committed to learning and improving

What You'll Get in Return

- Competitive salary based on experience
- Private Medical Insurance with AXA PPP
- Flexible working: option to work from home two days per month after probation
- Free on-site parking for easy commuting
- On-site gym to support wellbeing
- Company Car Scheme (after 12 months of service)
- Clear development pathway with ongoing support
- Regular team socials and celebrations

Working Hours

This is a 34-hour per week role, split across five working days:

- Monday to Wednesday: 09:00–15:30 (including 30-minute lunch break)
- Thursday and Friday: 08:30–17:30 (including 1-hour lunch break)

Some flexibility may be required to meet operational needs, but we also support balance and fairness across the team.

How to Apply

If this sounds like your kind of challenge, we'd love to hear from you. Please email your CV, a short expression of interest, and salary expectations to:

✉ Kerry Apps – Kerry.Apps@URG.co.uk

Closing date: 31st July 2025

