



Telematics Operations Coordinator

Based Leatherhead, Surrey

The opportunity

An exciting opportunity has arisen for the right individual to join fresh thinking car insurance brand ingenie. We are a fast moving, dynamic organisation using the latest telematics technology to improve insurance for young drivers who are new to the roads. We are looking for a Telematics Operations Coordinator to join our growing Operations team.

About ingenie

ingenie offers black box motor insurance to drivers aged between 17 and 25. We are all about creating better, safer drivers and with good reason - 1 in 5 young drivers in the UK has a crash in their first six months, which is why young driver insurance is so expensive.

To help our community of young drivers stay safe on the road, we provide them with simple regular feedback on their driving to help them improve and take responsibility not only for the way they drive, but also for how much they pay. Our intervention really can mean a young driver changes their driving behaviour and avoids life changing injuries. Our young driver message is quite simply, drive well and you could pay less for your insurance.

About the role

Day to Day Telematics Tasks

- Analysing and validating driver generated telematics data.
- Operating multiple telematics device fitting administration systems and processes.
- Using multiple, system generated, data sources to produce and action reports based on telematics generated data.
- Operating Fitting/Service-call procedures.
- Daily reporting of data analysis outcomes.
- Processing various system produced reports.
- Provide testing support for projects as necessary.
- Building and maintaining a broad knowledge of all operational processes.
- Communicating with internal and external teams via telephone and email.
- Contribute to the continuous improvement and efficiency of all Operational processes.

Telematics Account Management

- Arrange, attend and drive Weekly Calls and Monthly Meetings for Telematics device fitters.
- Ensure agendas, minutes and actions are created, circulated, reviewed and delivered upon
- Identify, investigate and resolve issues as appropriate relating to our fitter accounts.



- Point of contact for day to day installation and service call questions from Telematics Ops team.
- Contribute to the continuous improvement of fitter accounts.

About you

You will be ...

- A fast learner able to work in a fast-paced organisation and be self-motivating
- Educated to college level
- Able to demonstrate analytical skills and possess strong data entry skills
- Experienced in Microsoft Word, PowerPoint, Outlook and Excel
- Be flexible