

Job Overview

Job Title: Cinch Hub Customer Team Lead

Hours: 06:00 - 18:15

Shift Pattern: Four days on / Four days off

Salary: £TBC per annum

About cinch

We're cinch. Our mission is simple - to remove the faff from buying and owning cars, giving customers more choice with more ease. We put drivers first and have ripped up the rule book to make sure that happens.

Already the UK's largest online used car retailer, we continue to expand our customer offering through an exciting roadmap of online and physical retail solutions.

For customers who want to try before they buy, cinch Stores provide a faff-free environment where customers can test drive, buy, and drive away a cinch car on the same day. Customers can also choose from over 7,000 vehicles online, with the option of home delivery or local Click & Collect.

All cinch cars come with a 14-day money-back guarantee and a free 90-day warranty.

cinch is part of the Constellation Automotive Group, the UK and Europe's largest integrated digital car marketplace, alongside brands such as WeBuyAnyCar, BCA, and Marshall Motor Group.

The Role

Cinch Hub Customer Team Lead

As the Cinch Hub / Click & Collect Customer Team Lead, you will take ownership of the day-to-day operation of the hub, ensuring all activity is delivered to a consistently high standard. You will act as a key point of contact for team leaders, planners, and coordinators, ensuring alignment across functions.

You will be responsible for leading and supporting Customer Advisors and Vehicle Handover Specialists (VHS), ensuring a best-in-class customer experience while protecting and promoting the cinch brand. This role combines operational leadership, customer-facing responsibility, and hands-on delivery, including vehicle handovers and coordination of local deliveries where required.

Key Responsibilities

Operational Leadership

- Demonstrate strong leadership while overseeing the daily operation of the hub and VHS team
- Ensure daily plans are achievable by liaising with planners and sharing finalised schedules with the team

- Fairly distribute work across the team and complete daily roll calls
- Manage timekeeping, sickness, and absence reporting for both VHSs and Hub Customer Advisors
- Take accountability for ensuring policies and procedures are followed at all times

Stock & Vehicle Management

- Ensure all customer vehicles are checked on arrival and defects are reported and resolved within agreed SLAs
- Minimise aborts through effective defect management and coordination of local repairs and valets
- Transport defective vehicles to local repair partners where required
- Complete daily stock management using Vision and liaise with Stock Control
- Organise inbound and outbound stock through the hub
- Allocate keys to EOC and transporter drivers, ensuring correct vehicles are released

Customer Experience & Vehicle Handovers

- Prepare vehicles for Click & Collect appointments, ensuring they are located, inspected, and ready for handover
- Conduct vehicle handovers, demonstrating key features and answering customer questions
- Record all handovers accurately through cinch systems
- Receive and process customer part-exchange vehicles
- Support customers through the online selection and purchasing process where needed
- Promote a customer-first culture and deliver best-in-class service at all times

Health, Safety & Compliance

- Ensure site security, including opening and closing procedures and liaison with external security providers
- Maintain a safe working environment and report all H&S issues to the appropriate departments
- Ensure COSHH procedures and site risk assessments are understood and followed
- Ensure all equipment is safe, available, and fit for purpose
- Promote UK road safety regulations and safe driving practices across the team

Financial & Resource Awareness

- Maintain awareness of site spending and ensure best value for money
- Reduce unnecessary costs (e.g. taxi usage)
- Accurately record expenditure using Chrome River

Collaboration & Communication

- Build and maintain strong working relationships within the hub and across the wider cinch and Constellation Automotive Group
 - Liaise with other site teams to ensure smooth operations
 - Attend local and national meetings as required
 - Complete failed or late-added deliveries where necessary to support service continuity
-

What We're Looking For

Essential

- Full UK driving licence held for a minimum of 2 years (with 9 points or fewer)
- Exceptional customer service skills
- Strong organisational and time management abilities
- Excellent communication skills
- Proactive, reliable, and punctual
- A positive, can-do attitude
- Ability to work independently and as part of a team

Desirable

- Experience within the automotive sector or strong vehicle knowledge
- Previous experience in a customer-focused supervisory or leadership role