

Full job description C&C advisor

Job Title: Cinch Hub Customer Advisor

Salary: £28,000 per annum

Location:

Working Hours: 40hours

Shift: Tuesday to Saturday

Job Status: Permanent

At cinch our mission is simple - to remove the faff from buying and owning cars, giving customers more choice, with more ease (not to mention a free 90-day warranty on all cars)

Already the UK's largest online used car retailer, we're expanding our offering with an exciting roadmap of online and physical retail solutions - including faff-free car servicing at over 100 locations across the country.

We're part of Constellation Automotive Group - a family of brands that also includes We Buy Any Car, British Car Auctions (BCA) and Marshall Motor Group. Together, cinch and Marshall operate as Constellation Retail - bringing together 100+ years of motoring know-how at 130+ stores (Marshall) with a market-leading digital experience from a much-admired brand (cinch).

The road ahead for you is clear. Join us and you'll get a unique opportunity to grow your career across two leading automotive brands that are really going places. Buckle up and enjoy the ride.

About the Role

As a Cinch Hub Customer Advisor, you will support customers at our Click & Collect locations and ensure a smooth, professional handover experience. You will prepare vehicles, complete handovers, assist customers with online purchasing, and manage part-exchange vehicles. The role may also involve driving and delivering vehicles to customers when required by the business.

You will play a key part in maintaining a tidy, safe, and organised hub environment while representing the cinch brand to a high standard.

Key Responsibilities

Vehicle Preparation & Handover

- Locate and prepare vehicles for customer collection slots
- Inspect vehicles and ensure they are ready for handover
- Demonstrate vehicle features and answer customer questions
- Record handovers accurately in cinch systems

Customer Support

- Assist customers with online vehicle selection and purchasing

- Provide clear, friendly, and professional customer service
- Support customers with part-exchange or courtesy vehicle processes

Vehicle Movement & Stock Handling

- Receive and process part-exchange vehicles
- Move vehicles on site ready for transporter collection
- Manage vehicles through repair and valet processes
- Keep Click & Collect areas tidy, organised, and presentable

Driving & Local Deliveries

- Drive and deliver vehicles to customers when required
- Follow safe driving practices and UK road regulations

What We're Looking For

Essential

- Full UK driving licence held for at least 2 years (6 points or fewer)
- Strong customer service skills
- Good timekeeping and organisation
- Proactive and reliable
- Clear communication skills
- Positive, can-do attitude
- Able to work independently or as part of a team

Desirable

- Experience in the automotive sector or good vehicle knowledge

Benefits

- Competitive salary and bonus
- Company pension scheme
- Employee Assistance Programme
- Access to mental health first aiders
- Enhanced maternity, paternity, and adoption leave
- Additional benefits available