

Full job description Hub Supervisor

Job Title: Cinch Hub Supervisor

Salary: £34,000 per annum

Location:

Working Hours: 39.5 hours

Shift: 4 days on 4 days off

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 Supervisor, you will oversee the daily operation of the hub and take responsibility for the Vehicle Handover Specialists (VHS) and Customer Advisors on site. You will ensure all customer appointments, vehicle handovers, stock movements, and site activities run smoothly and to a high standard.

You will be accountable for **managing people policies, maintaining full health & safety compliance**, and ensuring the hub environment is safe, organised, and customer-ready at all times.

This role is hands-on and may involve **driving and delivering vehicles to customers** when required by the business.

Key Responsibilities

Team Leadership & People Management

- Take responsibility for all VHS on site at all times
- Support and guide Customer Advisors and VHS throughout the day
- Complete daily roll calls and fairly allocate work
- Manage timekeeping, sickness, absence reporting, and general conduct

- Ensure all people policies are followed consistently
- Promote a positive, customer-first team culture

Daily Hub Operations

- Oversee the day-to-day running of the hub
- Ensure daily plans are achievable and communicated clearly
- Maintain a tidy, safe, and organised hub environment
- Support late-added or failed deliveries to maintain service continuity

Vehicle & Stock Management

- Check all customer vehicles on arrival and report defects
- Coordinate repairs, valets, and defect resolution
- Move vehicles around site safely and efficiently
- Manage daily stock using cinch systems
- Organise inbound and outbound vehicle movements
- Allocate keys to drivers and ensure correct vehicle release

Customer Experience

- Prepare vehicles for Click & Collect appointments
- Carry out vehicle handovers when required
- Demonstrate vehicle features and answer customer questions
- Assist with part-exchange processing and vehicle movements
- Ensure customers receive a smooth, professional experience

Driving & Deliveries

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

Health, Safety & Compliance

- Ensure full compliance with all health & safety requirements
- Complete opening and closing procedures
- Report health & safety issues promptly
- Ensure COSHH and risk assessment procedures are followed
- Check equipment is safe, available, and fit for purpose
- Maintain site security and liaise with external security providers

Communication & Collaboration

- Liaise with planners, stock control, and other site teams
- Work with colleagues across cinch and Constellation Automotive Group
- Attend meetings when required

What We're Looking For

Essential

- Full UK driving licence held for at least 2 years (9 points or fewer)
- Strong organisational and time management skills
- Confident leading small teams
- Excellent communication skills
- Reliable, proactive, and customer-focused
- Ability to work independently and as part of a team

Desirable

- Experience in automotive, logistics, or vehicle operations
- Previous supervisory or team-lead experience
- Good vehicle knowledge or willingness to learn