

Job Description – Customer Delivery Manager

Department	Uninsured Driving Prevention
Work Level	2
Reporting to	Senior Uninsured Driving Prevention Manager
Direct reports (yes or no)	No

Job purpose

- The role supports the effective delivery of Uninsured Driving Prevention activity by coordinating work across operational, data, compliance, and stakeholder priorities, helping ensure activity remains visible, structured, and aligned to strategic outcomes and MIB's wider "Accelerating to Zero" ambition.
- Working closely with the Senior Uninsured Driving Prevention Manager, this role helps bring together activity across multiple UDP workstreams and disciplines, ensuring progress, risks, and dependencies are visible, monitored, and aligned to strategic delivery outcomes.

Key accountabilities

Delivery Support & Execution

- Support the Senior Uninsured Driving Prevention Manager in the delivery of UDP priorities, including initiatives that contribute to MIB's wider "Accelerating to Zero" ambition, taking ownership of defined tasks, activity areas, or smaller workstreams.
- Coordinate day-to-day activity across UDP initiatives, ensuring progress is visible, actions are followed through, and delivery remains aligned to agreed objectives.
- Proactively manage actions and help resolve blockers, escalating where appropriate and ensuring issues are not left unattended.
- Take accountability for maintaining own delivery momentum and ensuring commitments are met to support wider UDP outcomes.

Planning & Tracking

- Own and maintain delivery plans, schedules, trackers, and action logs for assigned UDP activity, ensuring they reflect current priorities, risks, and dependencies.
- Monitor progress against milestones, proactively identifying variances, delays, risks, and delivery gaps.
- Provide clear and accurate reporting to support prioritisation, decision-making, and stakeholder confidence.
-

Key accountabilities

Stakeholder Management

- Work with the Senior Uninsured Driving Prevention Manager, UDP colleagues, operational teams, data teams, and external stakeholders to support delivery of agreed priorities.
- Prepare updates, packs, briefing materials, and supporting analysis to aid meetings, governance, and decision-making.
- Keep stakeholders informed through clear, timely, and consistent communication, adapting detail and tone for the audience.
- Support meetings and governance forums with agendas, notes, action tracking, and follow-ups.

Dependency & Alignment

- Pull together workstreams across operational, data, compliance, legal, stakeholder, and delivery disciplines to provide an integrated view of progress, risks, dependencies, and alignment against UDP strategic delivery priorities.
- Actively connect teams and information to keep delivery moving smoothly and reduce duplication or drift.

Risk, Issue & Problem Solving

- Support proactive identification of risks and issues across UDP activity, utilising established risk frameworks and escalating where needed with clear context and options.
- Take initiative to resolve straightforward delivery challenges and remove friction from day-to-day activity.
- Suggest improvements to UDP delivery processes, tools, reporting, and ways of working.

Development & Autonomy

- Work with increasing independence on defined UDP activities, with guidance from the Senior Uninsured Driving Prevention Manager.
- Build knowledge of UDP, CIE, stakeholder engagement, delivery governance, and operational change while contributing to team outcomes.
- Take accountability for delivering owned outcomes in line with organisational best practice and the needs of the UDP function.

Role requirements

- Experience supporting delivery within an operational, project, programme, compliance, data, or stakeholder environment, with ownership of defined tasks or smaller workstreams.
- Strong organisational and coordination skills, with the ability to manage multiple priorities, deadlines, and stakeholder expectations effectively.
- Confident tracking activities, identifying risks or delays, and escalating where appropriate with clear context and proposed next steps.

Role requirements

- Good communication skills, able to engage stakeholders and provide clear, timely updates across different levels of detail.
- Detail-oriented with a proactive approach to follow-through, task completion, and maintaining accurate records.
- Foundational understanding of uninsured driving prevention, enforcement, compliance, or regulated operational environments, or the ability to develop this quickly.
- Experience maintaining core governance artefacts such as plans, action trackers, roadmaps, RAID logs, briefing materials, and meeting records.
- Comfortable working with legal, compliance, data, operational, or external stakeholder considerations where accuracy, privacy, and sensitivity are important.
- Able to work independently, using judgement to prioritise, progress work, resolve straightforward issues, and escalate when needed.
- Able to work effectively across cross-functional teams and contribute to continuous improvement in delivery, reporting, and ways of working.
- Demonstrates structured thinking, with the ability to analyse information, identify themes, and support decision-making.
- Understands how delivery activity contributes to business outcomes, stakeholder confidence, UDP strategic objectives, and MIB's wider "Accelerating to Zero" ambition.
- Applies a customer-centric mindset, considering the impact of delivery activity on customers, stakeholders, and the wider purpose of reducing uninsured driving.
- Shows a positive, curious mindset, with good self-awareness, resilience, and willingness to learn.