JOIN AN AWESOME TEAM MAKING ROADS SAFER





BECOME OUR BUSINESS CONTINUITY MANAGER

THE FIGHT AGAINST UNIN-SURED DRIVING STARTS HERE



By getting to this point, you're obviously interested in becoming our new Business Continuity Manager. We think you're making an excellent decision already, but read on to find out more.

Ready to take on an extraordinary mission?

At MIB our people are passionate about making roads safer by getting uninsured and hit-and-run drivers off our roads.

The successful candidate in this **[Role Title]** role will be key in helping our customers rebuild their lives, by making sure they receive compensation quickly, fairly and compassionately.

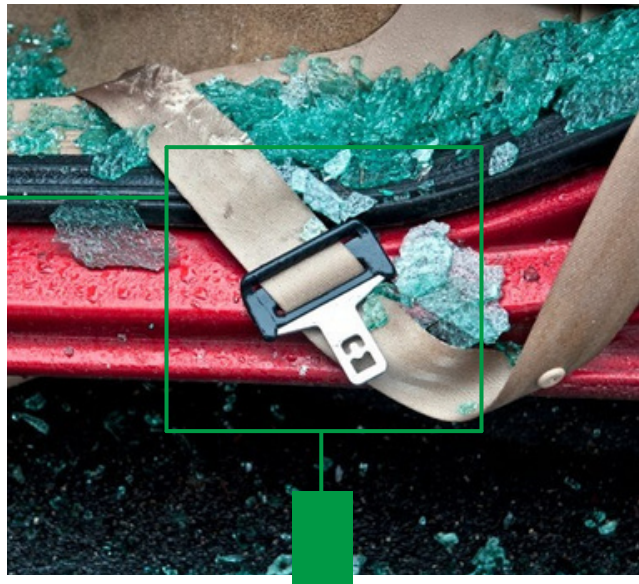
Every company talks about the importance of their principles. We really mean it, so you'll need to demonstrate how you live our principles (more on that on page 5) while bringing your own unique style to the role.

We make a real impact in people's lives. Will you help us take that to the next level?

Closing date for applications:
16th November 2026

Interviews:
TBC after close date

Why we exist



We protect people from the devastation of uninsured and hit-and-run driving.

MIB is a not-for-profit organisation founded in 1946 on the belief that no one whose life had been changed by an uninsured driver should be left without the support they deserve.

Today that has grown into a community of people and organisations tirelessly working to protect people from the devastation of uninsured and hit-and-run driving. We do it by compensating victims quickly, fairly and compassionately, and getting uninsured and hit-and-run drivers off our roads until it becomes a thing of the past.

Our work and impact stretch further too, through the services we manage for the insurance industry and the government.

MORE THAN
2.5M
UNINSURED VEHICLES TAKEN OFF OUR ROADS SINCE 2005 THANKS TO OUR WORK

WE PAID OVER
£400M
IN COMPENSATION TO VICTIMS OF UNINSURED AND HIT-AND-RUN DRIVERS IN 2025

ifb Insurance Fraud Bureau

The Insurance Fraud Bureau brings together insurers, partners and law enforcement agencies in the fight against fraud.

OFFICIAL INJURY CLAIM

On behalf of the UK government, Official Injury Claim makes it quick and easy to claim compensation after a road accident.

ELTO Employers' Liability Tracing Office

ELTO helps anyone affected by a work-related illness or injury quickly find their employer's insurer information.

If this sounds like the type of organisation for you, read on.

If not, let's leave it here. No hard feelings.

Our principles

At a time when the needs of our members and partners are always changing, it's often how we get there that makes our biggest achievements possible.

The shared ways of thinking and behaving we call the MIB Principles guide and inform everything we do.

Customer first

We put our customers at the heart of everything we do, always looking to understand their needs and build trusted relationships to make a positive difference. We're transparent, we work with integrity and strive to get it right first time, every time.

Think BIG

We empower our people to innovate, evolve and continually improve. We challenge each other to think beyond today, to think outside the norm and find new ways to improve. With our different skills, personalities and experiences, we make change possible.

Inspire

You don't have to be a leader to inspire the people around you. The work we do and how we do it should inspire those around us. By aiming high and being our best selves, we encourage and support each other with trust, openness and our shared desire to make a difference.



People and planet

We're all about making a positive impact on people and the planet. And when you join us, you'll have plenty of chances to help do good in the world.

We're committed to six of the United Nations Global Goals for Sustainable Development. And, we're proud members of the United Nations Global Compact Network (UK).



People and the community

At MIB, Belonging, Inclusion, Diversity and Equity (BIDE) are top priorities. We're committed to closing the gender pay gap and report openly, including through the Women in Finance Charter. Our employee networks embody our BIDE principles, fostering inclusivity for everyone. Through Goodness, our engagement programme, we support causes like UnityMK, volunteer work, and environmental efforts.

Climate action and the environment

Our team plays a crucial role in driving sustainability at work and in the community. In 2022, we improved our Milton Keynes head office, cutting greenhouse gas emissions by 70%. By investing in certified carbon removal projects in 2023, our head office became carbon neutral. We'll keep reducing emissions across our estate and supporting our team to make positive changes at work and home.

Early intervention through education

We're committed to ending uninsured driving by focusing on early education. Teaming up with the PSHE Association, we've co-created resources for teachers to improve awareness among future drivers. Partnering with The Safety Centre, Hazard Alley, we aim to reach 1,000 young people a year. Together, we can enhance road-safety knowledge and awareness among young people, making roads safer for everyone.

The beginning of the end for uninsured driving

Accelerating to Zero is our commitment to end uninsured driving for good. This is what we're going to deliver in 2026 to start making it a reality:

We'll make powerful shifts to end uninsured driving for good

Uninsured driving causes devastating harm – and too often it's preventable. In 2026, we'll use new insight to understand exactly who drives uninsured, and why. And we'll reach young and new drivers with better education, while continuing to push for stronger penalties to get those who knowingly endanger others off the road.



We'll help even more people rebuild their lives

No one hit by an uninsured or hit-and-run driver should go without the support they deserve. That's why we handle every claim quickly, fairly and compassionately. In 2026, we'll continue to improve every part of the claims journey and we'll explore new partnerships and training opportunities so more people can benefit.

We'll make sure data drives the good we do

Behind safer roads lies reliable, secure and timely data. We'll work with the insurance industry to develop robust data standards, pilot real-time insurance checks with councils, and introduce technology that lets insurers upload data directly to us.

We'll get ahead of the connected and self-driving vehicle revolution

How people travel is changing – from e-scooters to connected and self-driving cars. We'll work with the government, industry and car manufacturers to make sure the law keeps pace, and to define what data can securely be shared to make roads safer. And we'll keep pressing for clear rules on safe e-scooter use.

Read our Business Plan



The Business Continuity Manager leads MIB's business continuity framework, ensuring critical services can continue during disruption and recover within agreed timescales through collaboration across the business and key partners.

- Own and maintain MIB's Business Continuity Management framework, including policies, standards, templates, governance, assurance, and continuous improvement across the whole organisation.
- Lead MIB's activity to achieve and maintain accreditation to ISO 22301, coordinating evidence, controls, governance, assurance activity, stakeholder engagement, and continuous improvement across the organisation.
- Lead regular Business Impact Analysis activity across MIB business areas to identify critical services, priority activities, customer and stakeholder impacts, dependencies, recovery requirements, and acceptable disruption tolerances.
- Develop, review, and maintain continuity plans for critical MIB teams, business processes, premises, suppliers, technology dependencies, people requirements, data flows, and operational services.
- Alongside other colleagues in the Organisational Resilience team, work with Risk, Compliance, Technology, Service Management, Information Security, Data Protection, and all business owners to ensure continuity arrangements support MIB's operational resilience, audit, regulatory, and customer service obligations.

What you'll bring to the party

- Proven experience in business continuity, operational resilience, risk management, crisis management, disaster recovery, or a closely related discipline within a complex business environment.
- Experience leading Business Impact Analysis activity across multiple departments and translating findings into practical continuity plans, recovery strategies, and executive-level reporting.
- Experience designing and running business continuity tests, crisis exercises, simulations, supplier exercises, and post-exercise improvement plans.
- Strong understanding of operational dependencies across business processes, people, technology, suppliers, data, premises, customer service, regulatory obligations, and external stakeholders.
- Experience working with senior leaders, business owners, risk committees, audit teams, technology teams, operational teams, and third-party suppliers.
- Experience maintaining evidence, documentation, governance reporting, and improvement plans suitable for audit, regulatory, and executive review.

It’s what we do together that makes the difference

Proud

- We’re proud to protect people from the devastation of uninsured and hit-and-run driving.
- We’re proud to make roads safer.
- We’re proud of the people who make it happen – YOU.

Connected

- We work together in a supportive and collaborative way, which creates real connection and a sense of belonging.
- We value open communication, teamwork and a genuine interest in each other’s priorities and well-being.
- We support each other through our peer-to-peer employee networks.

Supported

- We’ve created an environment where you can be you.
- We encourage a culture of positive well-being, promoting healthy habits and giving you tools to support your mental and physical well-being. Because as passionate as we are about the work we do, we know there’s more to life than work.

Your best

- We provide opportunities for you to learn, grow and focus on what makes you great. This may include becoming an expert in your field or taking on new challenges.
- We know nobody gets it right every time, so we support each other to learn quickly when things don’t go well.

Our people are out of this world, whether it’s our community, the people we work with or the difference we make. Take a look at our video that shows what it’s really like to be part of MIB.



What you get out of it

Salary: £80,000 per annum

Level: 3

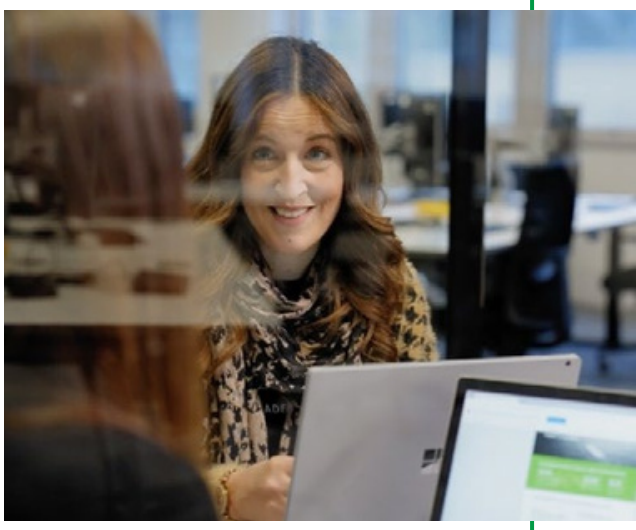
Hours: 35 per week, Mon to Fri

Location: Hybrid, working 2 days per week from our Milton Keynes office

27 days holiday (plus bank holidays)

£320 (before tax) start up allowance

IT kit supplied to you



Come to work each day with a smile, inspired to make a positive difference to society. We'll support you with excellent benefits alongside opportunities for career growth and learning.

MIB incentive scheme

You could earn a bonus as a reward for on-target performance.

Pension scheme

Start from day one. We'll match your contribution up to 5%, and add more based on your level.

Life assurance

You'll be covered for four times your annual salary.

Healthcare cash plan

Claim for medical costs like dentist and optician visits, specialist consultations, virtual GP access and prescriptions.

Private medical healthcare

Enjoy peace of mind with fully funded BUPA cover, including pre-existing medical conditions and cancer treatment.

Car salary sacrifice

Lease a new car after six months' employment and save on your income tax and national insurance.

Agile approach to working

Flexible working practices and technologies to help you maintain a good work-life balance.

And more:

- Family-friendly policies like paid carers' leave and enhanced maternity and paternity leave
- Employee assistance programme
- Annual season ticket loan
- Eye care vouchers
- Sports and social club
- Option to buy extra holiday days