



# JOIN AN AWESOME TEAM MAKING ROADS SAFER

BECOME OUR

CUSTOMER ADVISOR - POLICE  
HELPLINE (FTC FOR 6-MONTHS)



# THE FIGHT AGAINST UNIN- SURED DRIVING STARTS HERE



By getting to this point, you're obviously interested in becoming our new Customer Advisor. 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 Customer Advisor 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:**  
23 June 2025

**Interviews:**  
via Microsoft Teams



# 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.



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



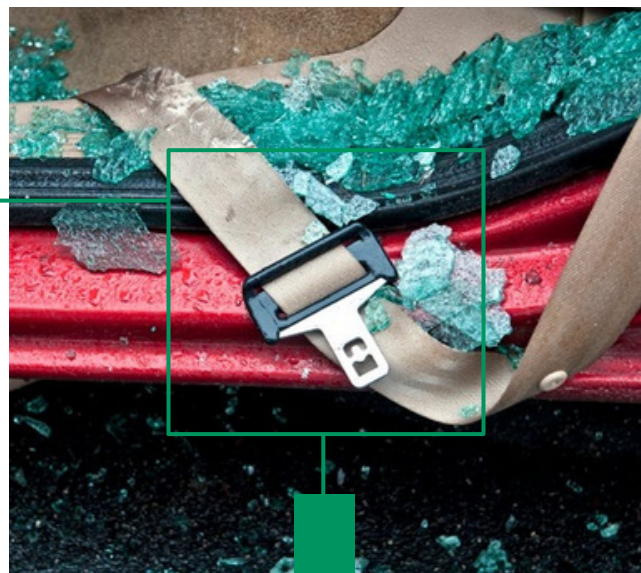
On behalf of the UK government, Official Injury Claim makes it quick and easy to claim compensation after a road accident.



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.



**MORE THAN  
2.5M**

**UNINSURED VEHICLES  
TAKEN OFF OUR ROADS  
SINCE 2005 THANKS TO  
OUR WORK**

**WE PAID OVER  
£350M**

**IN COMPENSATION TO  
VICTIMS OF UNINSURED  
AND HIT-AND-RUN  
DRIVERS IN 2023**

# 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.



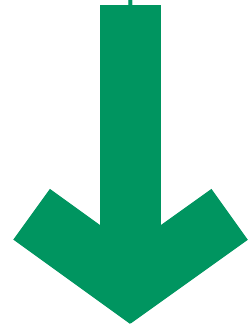
[Watch the video](#)



# 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. In 2024, 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, Hazzard Alley, we aim to reach 1,000 young people in 2024. Together, we can enhance road-safety knowledge and awareness among young people, making roads safer for everyone.

# Going further and faster

Our founding principle remains at the heart of our mission. And yet, to achieve our ultimate goal of ending uninsured driving, we must find ways to go further and faster.

Our plan for 2024 is built around three priorities:

## Protect

We'll do more than ever to keep uninsured vehicles off our roads – improving our data and intelligence, expanding our enforcement team and looking at how new technologies could play an even bigger role. We'll also continue to evolve the way we share information. Alongside Navigate, the single, modern and scalable platform we need for the future, we'll work with members to understand how we can improve the quality of information available through our data services.

## Influence

Alongside the police and the government, we'll influence the behaviours we know lead to uninsured driving. We'll further evolve how we work with our members on shared challenges and strengthen international relationships to make sure victims of cross-border accidents get the support they need. And we'll work together to support an informed conversation about the potential risks around autonomous and connected vehicles.

## Future-fit

We'll be much clearer about how our work supports victims and keeps uninsured drivers off the roads. We'll make our employer offering more open, transparent and relevant, and go further than ever to make a positive difference to communities and the environment. And we'll explore how artificial intelligence could benefit our future work.



[Read our Business Plan](#)



# YOUR TIME — TO — SHINE

**As a Customer Advisor, you'll be assisting the Police to remove uninsured drivers off of our roads.**

- You'll be responsible for ensuring that an excellent customer service is always provided by answering incoming calls and delivering all customer interactions in a polite, professional and proactive way.
- You'll respond to customer queries via multiple channels, handling interactions for all workstreams within agreed timescales.
- You'll log incoming enquiries using in-house systems making sure all details are captured accurately.
- You'll work in conjunction with company policies and procedures, ensuring that all Data Protection requirements are complied with.

## **What you'll bring to the party**

- Experience of working in a customer service role, preferably dealing with multiple channel enquiries.
- Proven customer service skills and a genuine passion for speaking to customers and resolving queries.
- Excellent attention to detail, with high levels of accuracy.
- Computer literate, including experience of using MS Office.
- Effective communication skills, with an excellent telephone manner.
- Excellent listening and questioning skills, with the ability to extract detailed and relevant information.
- An ability to use your own initiative and work within defined procedures



# 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.

[Watch the video](#)



# What you get out of it

- | **Salary:** £23,600 per annum
- | **Grade:** 6
- | **Hours:** 35 per week (9am - 5pm),  
Monday to Saturday
- | **Location:** Hybrid, working 2 days per  
week in our MK office
- | **23 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 grade and time with us.

## Life assurance

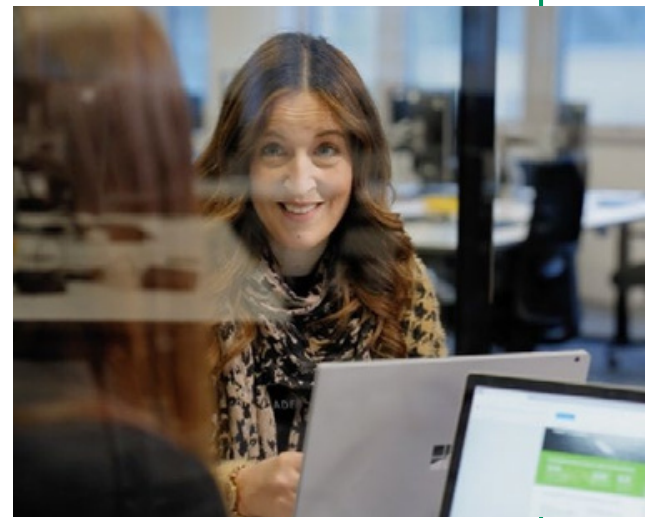
You'll be covered for four times your annual salary plus your pension fund value.

## Healthcare cash plan

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

## Car salary sacrifice

Lease a new car after passing your probation 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