



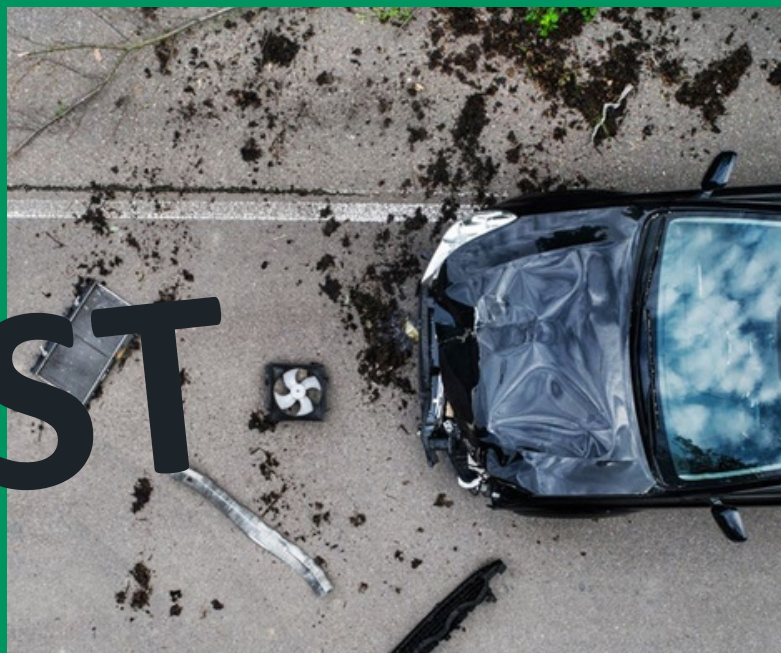
JOIN AN AWESOME TEAM MAKING ROADS SAFER

BECOME OUR

RESOURCE COORDINATOR
(12-MONTH FTC)



THE FIGHT AGAINST UNIN- SURED DRIVING STARTS HERE



By getting to this point, you're obviously interested in becoming our new Resource Coordinator. 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 **Resourcing Coordinator** 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:
25 September

Interviews:
In person week commencing 29 September and 6 October

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.



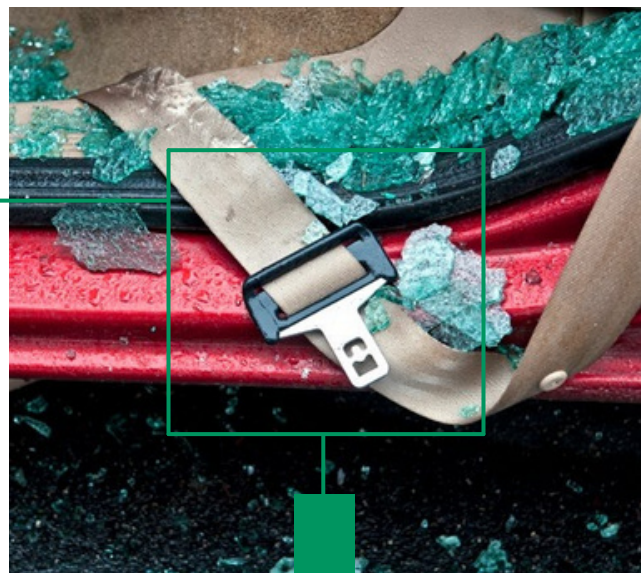
On behalf of the UK government, Official Injury Claim makes it quick and easy to claim compensation after a road accident.



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
£400M**

**IN COMPENSATION TO
VICTIMS OF UNINSURED
AND HIT-AND-RUN
DRIVERS IN 2024**

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.



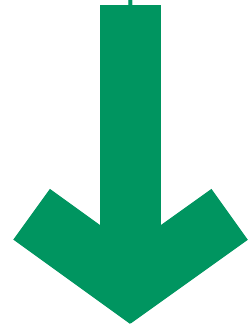
[Watch the video](#)



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. 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 a year. Together, we can enhance road-safety knowledge and awareness among young people, making roads safer for everyone.

What we're going to deliver

Our plan for 2025 is built around six big goals:

Getting more uninsured drivers off the road

We'll do more than ever to tackle uninsured driving in 2025, rolling out predictive analytics, improving our data and expanding our education and awareness campaigns.

Supporting victims of uninsured and hit-and-run driving

We've reduced the number of open cases to its lowest level this century! We'll maintain that high standard, while adopting a continuous improvement mindset and adapting to the future claims landscape.

Managing data on modern platforms

We hold billions of data records, accessed millions of times every month. This year we'll replatform the Motor Insurance Anti-Fraud and Theft Register (MIAFTR) onto Navigate.

Working effectively with our government

We have a crucial relationship with government agencies. We'll be looking to take our early positive engagements with the government into tangible action, including the regulatory process for Autonomous Vehicles.

Maintaining frictionless travel abroad

The work we've done to create digital green cards will be rolled out across Europe and beyond. We'll continue to participate in key COB (Council of Bureaux) activities to ensure our influential role continues.

Building a thriving organisation where our people shine

To achieve our goals, we need an effective organisation filled with a highly-skilled and passionate community. We'll embed strength-based development, build on our ESG commitments, and roll out the transformation of the way we attract, recruit and onboard our people.



[Read our Business Plan](#)

YOUR TIME — TO — SHINE

Could you be our new Resource Coordinator? Are you ready to Think Big about talent, Inspire through seamless recruitment experiences, and put Customers First—whether they're candidates, hiring managers, or agency partners?

- You'll lead initial resourcing discussions with MIB hiring managers to define role requirements.
 - You'll create and manage recruitment campaigns, using the most effective methods to attract and recruit great talent to help MIB to achieve our objectives.
 - You'll write compelling job adverts and information packs to attract the right skills and experience and publish these across relevant platforms.
 - You'll coordinate with our procurement team and partner agencies for temporary hires, ensuring due diligence and IR35 compliance.
 - You'll schedule and support interviews and assessments, ensuring a smooth and positive candidate experience.
 - You'll support hiring managers along the recruitment process ensuring the correct process is followed.
 - You'll provide timely feedback to candidates and agencies following interviews and campaigns.
 - You'll coordinate start dated and issue contracts.
 - You'll be an ambassador of MIB, positively representing our employer brand.
- 8** You'll build and maintain good relationships with Line Managers, MIB Teams and our Recruitment Agency partners.

What you'll bring to the party

- Previous experience of working in an in-house resourcing role with an excellent understanding of the end-to-end recruitment process.
- A good understanding of relevant legislation such as the Equality Act and GDPR regulations.
- Excellent customer centricity with a passion for providing exceptional customer service.
- Proven administration experience in a fast-paced environment with an ability to document processes, actions taken and track progress.
- Excellent organisational skills with an ability to prioritise and manage multiple tasks and deadlines at any one time.
- Outstanding interpersonal and communication skills with experience of communicating to internal and external parties at all levels face to face as well as by phone, email and MS Teams.
- Proven stakeholder management experience with an ability to build and maintain good relationships.
- Ability to handle sensitive information with discretion.
- Excellent attention to detail and high levels of accuracy.
- A sense of personal responsibility to be proactive and drive actions forward.
- A sense of pride in your work and an ability to positively represent MIB.

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:** £38,000 per annum
- | **Grade:** 10
- | **Hours:** 35 per week, Mon to Fri
- | **Location:** Hybrid, working 2 days per week from our Milton Keynes 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

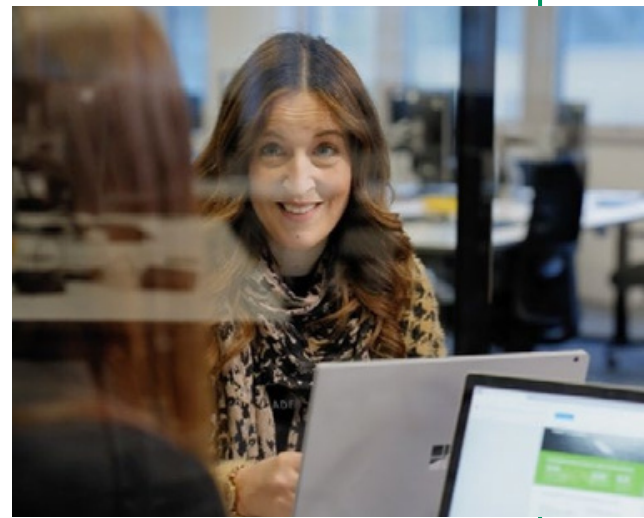
You'll be covered for four times your annual salary plus your pension fund value.

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