



JOIN AN AWESOME TEAM MAKING ROADS SAFER

BECOME OUR

HEAD OF STRATEGIC VALUE
STREAM - UNINSURED DRIVING
PREVENTION



THE FIGHT AGAINST UNIN- SURED DRIVING STARTS HERE



By getting to this point, you're obviously interested in becoming our new Head of Strategic Value Stream - Uninsured Driving Prevention. 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 Head of Strategic Value Stream - Uninsured Driving Prevention 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:
14 November 2025

Interviews:
TBA

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.



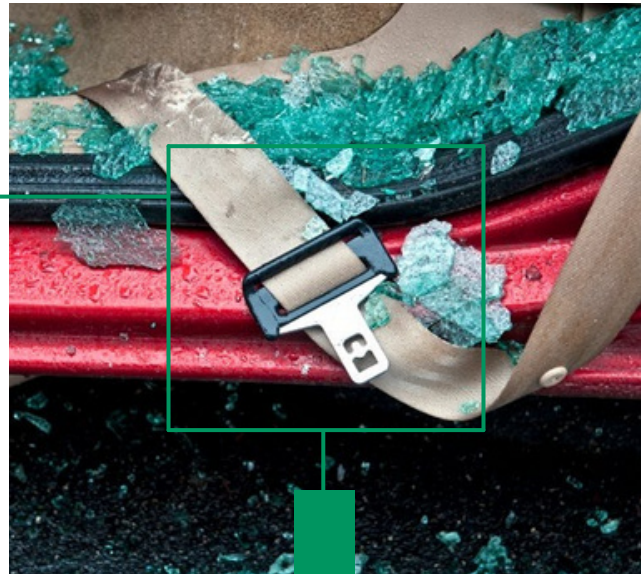
On behalf of the UK government, Official Injury Claim makes it quick and easy to claim compensation after a road accident.



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.



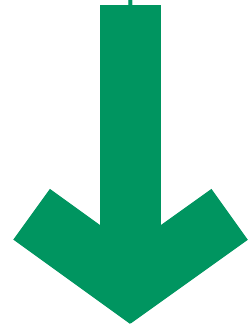
[Watch the video](#)



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

As Head of Strategic Value Stream, you'll lead the charge to end uninsured driving for good — shaping strategy, delivering impact, and building powerful partnerships to drive lasting change.

You'll establish and develop the UDP Value Stream, to effectively deliver in support of key strategic priorities.

Advocate for and promote the UDP Value Stream in the context of it being part of the overall MIB Strategy, Accelerating to Zero

Engage with external stakeholders, drawing on insights to identify and inform future initiatives within the Value Stream.

Ensure all stakeholders understand the purpose of the Value Stream and are kept up to date on the 'to-be' vision for your Value Stream.

Work closely with colleagues and customers to understand demand and requirements and to own on-going evolution, prioritisation and review of the Value Stream backlog

Own the successful delivery of initiatives in support of the Value Stream goals and MIB's overall strategy

Ensure collaboration between Value Streams, and across the organisation, is effective and aligned to the delivery of MIB's strategy

What you'll bring to the party

- Track record of success in developing and delivering complex, multi-faceted work programmes and operations
- Experience of working in a matrix management environment
- Excellent problem-solving skills, ability to manage conflicting, fast-changing priorities.
- Excellent commercial awareness, experience working with third-party service providers and contracts.
- Excellent governance, risk and regulatory awareness and management.
- Effective, engaging communicator, proven ability to articulate complex concepts simply to diverse stakeholder groups.
- Demonstrable and effective influencing and negotiating skills with proven success in building productive professional relationships and partnerships with a wide range of stakeholders, organisations and the market.
- Exceptional people skills to build strong relationships with internal and external customers.
- Customer centricity.
- Proven experience operating in an environment of Continuous Improvement.

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:** TBA
- | **Grade:** 15
- | **Hours:** 35 per week, Mon to Fri
- | **Location:** Hybrid, working 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 grade and time with us.

Life assurance

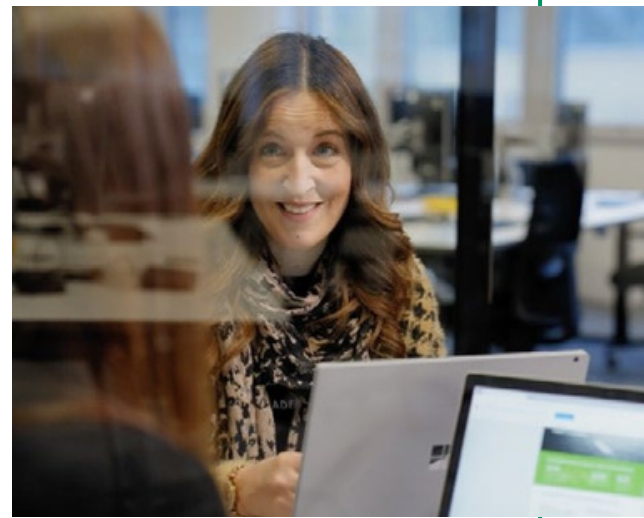
You'll be covered for four times your annual salary plus your pension fund value.

Healthcare cash plan

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

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 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