



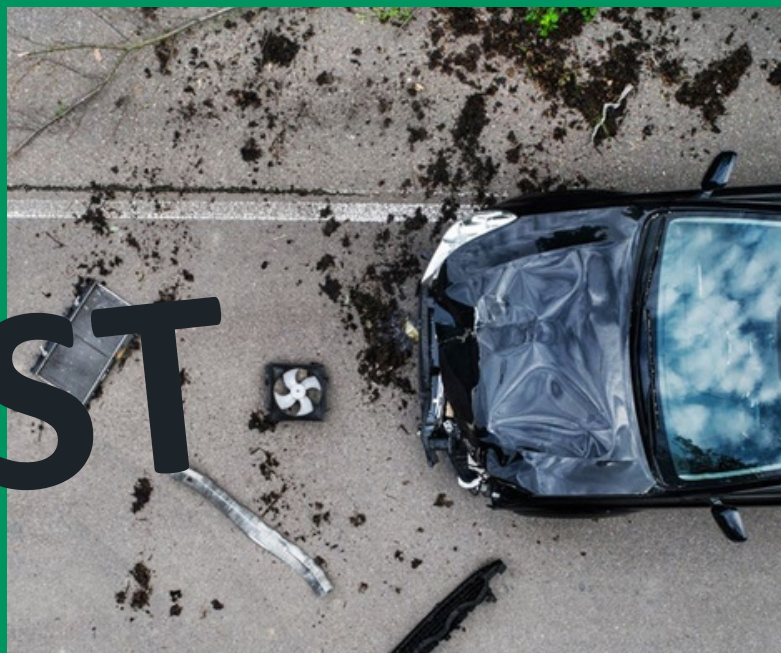
# JOIN AN AWESOME TEAM MAKING ROADS SAFER

BECOME OUR

COLLEAGUE RESOLUTION  
ADVISOR



# THE FIGHT AGAINST UNIN- SURED DRIVING STARTS HERE



By getting to this point, you're obviously interested in becoming our new Colleague Resolution 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 Colleague Resolution 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:**  
19 December 2025

**Interviews:**  
January 2026



# 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.



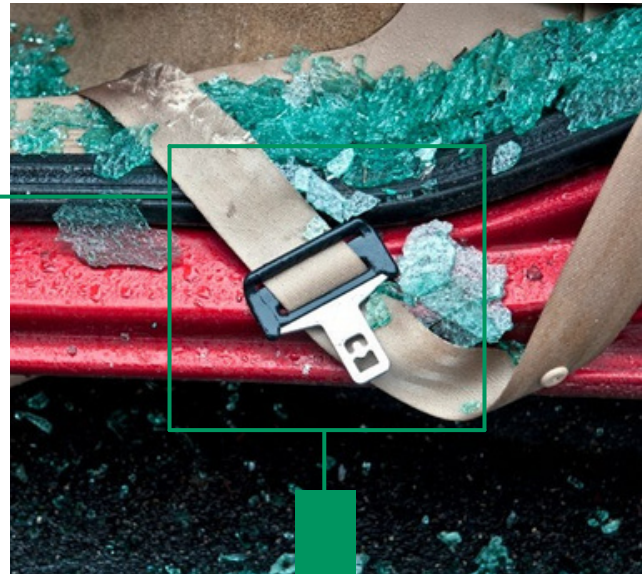
On behalf of the UK government, Official Injury Claim makes it quick and easy to claim compensation after a road accident.



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.



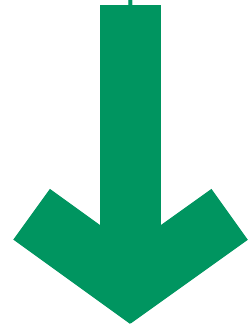
[Watch the video](#)



# 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 Colleague Resolution Advisor, you'll provide strategic support on employee relations matters, guiding managers and resolving issues constructively.**

- You'll provide first-line advice and guidance to managers and employees on ER matters including disciplinary, grievance, performance, and absence management, with autonomy to lead standard cases through to resolution.
- You'll support the Senior ER Specialist in managing complex cases and investigations, contributing to strategy and resolution planning.
- You'll lead the development and continuous improvement of ER policies, procedures, and toolkits, ensuring alignment with best practice and organisational values.
- You'll maintain accurate and confidential records of ER cases and outcomes, and ensure data is used effectively to inform decision-making.
- You'll monitor ER case trends, analyse data, and escalate recurring issues or risks with recommendations for proactive interventions.
- You'll design and deliver ER-related training and capability-building sessions for line managers, supporting a shift toward confident, values-led resolution practices.

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

- Experience in managing a range of employee relations from initiation to resolution, ensuring compliance with employment law and organisational policies.
- Strong communication skills, with the ability to influence, coach, and negotiate confidently across all levels of the organisation
- CIPD qualification (Level 5) or equivalent experience in a senior HR or ER advisory capacity
- High level of computer literacy (MS Office), with experience using HRIS and case management systems for documentation and reporting
- Demonstrated ability to manage confidential and sensitive information with discretion and professionalism
- Excellent attention to detail and a commitment to delivering high-quality, accurate work
- Takes ownership of actions, deliverables, and outcomes, with a proactive approach to problem-solving
- Works independently with confidence, showing initiative and sound judgement in complex situations
- Builds strong relationships and demonstrates empathy, inclusion, and cultural awareness
- Analyses ER data and case trends to identify risks, inform decisions, and support 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:** £40,000 per annum
- | **Grade:** 11
- | **Hours:** 35 per week, Mon to Fri
- | **Location:** Hybrid, working 2 days per week from our Milton Keynes office
- | **25 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

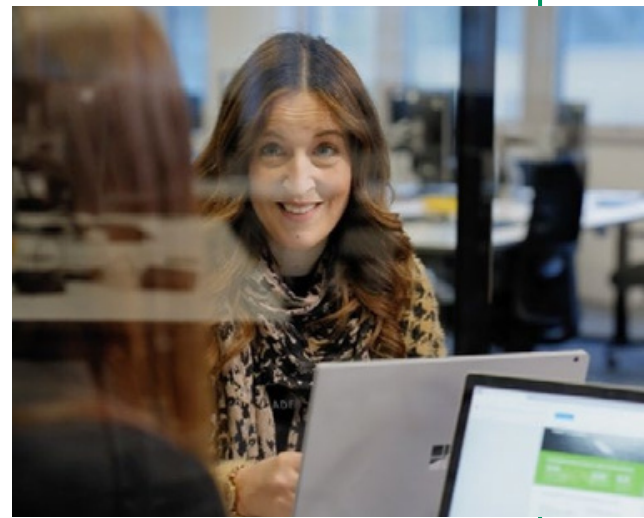
You'll be covered for four times your annual salary plus your pension fund value.

## 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