

Recovery Team Leader

MIB plays a vital role in the motor insurance industry by helping victims who have been involved in accidents with uninsured or hit and run drivers. We also provide support to the police to help to reduce the number of uninsured drivers on our roads and we provide valuable data asset management services on behalf of the insurance industry.

This is an exciting time to join MIB as we are in the midst of a digital transformation programme that involves implementing new technologies to transform MIB into a digital service leader. In order to achieve this we need people who are passionate about providing a high level of customer service.

We are seeking a Recovery Team Leader to work in our head office in Milton Keynes. The key purpose of the role is to manage a team of Recovery Agents.

You will do this by:

- Ensuring the Recovery team are appropriately motivated, trained, targeted, appraised and rewarded
- Liaising and meeting with the Recovery agents to discuss performance
- Analysing MI data to identify trends and potential issues and escalating as appropriate
- Preparing recovery management reports for the Executive team
- Managing your own portfolio of recovery claims

This is an ideal role for an individual who is looking to take a step up. The successful candidate will already have or be willing to study for a level 4 of the Qualification Credit Framework (QCF) which is equivalent to CIMA/ACCA/ILM L4.

You should also have:

- 2-3 years supervisory experience, ideally either in a Recovery or Claims team
- Awareness of all guidelines and ethics of debtor contact
- Excellent communications skills: written, oral and presentational
- Strong influencing and negotiating skills

In return you will be rewarded with a competitive salary and excellent benefits including generous holiday entitlement and company contributory stakeholder pension as well as healthcare and lifestyle benefits. MIB offers outstanding career opportunities and we encourage our people to



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continuously develop and progress through the organisation. Take a look at the careers section of our website to find out more.

Please email your CV, along with details of your salary expectations, to our CV mailbox at: cvs@mib.org.uk.

