

## JOB DESCRIPTION

<b>Job title</b>	Head of Client Solutions
<b>Reporting to</b>	Group COO
<b>Location</b>	Nottingham / Hybrid
<b>Employment basis:</b>	Full-time
<b>About the Group</b>	<ul style="list-style-type: none"> <li>• Arum Group is trusted by the world's largest brands - shaping the future of collections and recoveries through smarter strategies, data, technology, and managed services.</li> <li>• We work with leading brands across financial services, utilities, teleco and government. We have a deep understanding of consumer / residential and business / commercial debt developed over 27 years and across many successful projects delivered globally. <ul style="list-style-type: none"> <li>◦ Arum's unique vantage point at the centre of the industry coupled with a team of practitioner experts means we are unlike any other consultancy – we don't just advise – we deliver.</li> <li>◦ Just was created to help clients better resolve problem debt by using advanced data science and technology and by providing access to data, debt recovery, litigation, and enforcement services.</li> </ul> </li> <li>• Arum Group uses advanced data science and technology to help our clients make better and fairer decisions - encouraging those customers who can to pay and identifying those who need more support.</li> </ul>
<b>Responsibilities of the role</b>	<ul style="list-style-type: none"> <li>• Client Discovery and Solution Shaping <ul style="list-style-type: none"> <li>◦ Lead and advance discovery workshops, interviews, and diagnostics to clarify client needs, desired outcomes and constraints.</li> <li>◦ Translate business problems into solutions and delivery models, with innovative commercial options (e.g., fixed fee, outcome-based, managed service), always aligned to client objectives.</li> </ul> </li> <li>• Proposal, Bid and Tender Ownership <ul style="list-style-type: none"> <li>◦ Act as primary point of control for proposals and RFP/RFI responses: solution narrative, scope, methodology, resourcing, delivery plan, pricing, risk management and value articulation.</li> <li>◦ Further develop a library of core content, case studies, and accelerators to reduce cycle time.</li> </ul> </li> <li>• Sales Enablement and Deal Strategy <ul style="list-style-type: none"> <li>◦ Partner with Sales/Account Directors and Delivery teams to shape deal strategy, qualification, win themes and competitive differentiation.</li> <li>◦ Develop compelling client-facing assets: pitch decks, demos, one-pagers and proof-of-concept plans.</li> </ul> </li> <li>• Commercials, Pricing and Utilisation <ul style="list-style-type: none"> <li>◦ Partner with Finance and Delivery colleagues to create cost models and price-to-win scenarios (including sensitivity analysis, margin protection, and risk contingencies).</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>▪ Identify opportunities to develop new and innovative commercial approaches and models to enhance win rates, shorten sales cycles and better align to market trends</li> <li>▪ Support development of long-term strategic partnerships underpinned by recurring revenue models</li> <li>○ Help shape deals to fit optimise capacity utilisation, skills and resourcing; identify when deals likely to create delivery risk (e.g. overload, specialist bottlenecks, vendor dependencies).</li> <li>● Internal Collaboration and Delivery Alignment <ul style="list-style-type: none"> <li>○ Work with Delivery teams to validate feasibility, resourcing, timelines, and delivery approach (Agile/Hybrid/Waterfall).</li> <li>○ Represent Delivery team in all late-stage deal shaping, negotiations and scope trade-offs.</li> <li>○ Establish delivery handover artifacts: SoW, RAID log, implementation roadmap, governance model, and KPIs.</li> </ul> </li> <li>● Product and Proposition Development <ul style="list-style-type: none"> <li>○ As the Group grows the role will take a dynamic approach to the identification of new or iterated service opportunities and solutions aligned to market demand, taking into account geographical, vertical and client scale characteristics.</li> <li>○ Including identification of repeatable patterns from existing client engagements shaping them into productised offerings or IP</li> </ul> </li> <li>● Identify Client Engagement and Stakeholder Management <ul style="list-style-type: none"> <li>○ Act as the solution owner during pre-sales and early delivery phases; facilitate executive alignment and design reviews.</li> <li>○ Manage multiple stakeholders across client and internal teams; influence decision-making with clear, data-backed narratives.</li> </ul> </li> <li>● Quality, Compliance and Governance <ul style="list-style-type: none"> <li>○ Ensure proposals adhere to brand, quality standards, and bid governance (gates, approvals, sign-offs) and represent Arum's standards, frameworks and processes.</li> </ul> </li> <li>● Metrics and Continuous Improvement <ul style="list-style-type: none"> <li>○ Lead post-bid retrospectives and integrate learnings into playbooks and content libraries</li> </ul> </li> </ul>
<b>Key skills</b>	<ul style="list-style-type: none"> <li>● Solution Design and Architecture <ul style="list-style-type: none"> <li>○ Ability to craft innovative end-to-end consulting and managed service solutions (strategy, operating model, process, tech enablement, change management).</li> <li>○ Strong structuring skills, problem framing, hypothesis-driven design.</li> </ul> </li> <li>● Communication and Storytelling <ul style="list-style-type: none"> <li>○ Exceptional written and verbal communication; ability to tell a compelling value story with clear executive summaries.</li> <li>○ Skilled in crafting persuasive proposals and impactful presentations.</li> </ul> </li> <li>● Commercial Acumen <ul style="list-style-type: none"> <li>○ Pricing strategy, cost modelling, margin optimisation and risk management.</li> <li>○ Understanding of contract structures (SoW, MSAs, SLAs) and negotiation levers.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>● Stakeholder and Influence <ul style="list-style-type: none"> <li>○ Comfortable engaging C-suite and senior stakeholders and navigating complex politics.</li> <li>○ Strong facilitation and workshop design skills.</li> </ul> </li> <li>● Project and Bid Management <ul style="list-style-type: none"> <li>○ Organized, deadline-driven, and able to juggle multiple bids with structured governance.</li> <li>○ Proficient with bid methodologies and gate reviews.</li> </ul> </li> <li>● Analytical and Financial Skills <ul style="list-style-type: none"> <li>○ Data-driven analytical approach; scenario analysis, sensitivity testing, and ROI modelling.</li> </ul> </li> <li>● Product Thinking <ul style="list-style-type: none"> <li>○ Experience turning services into scalable offerings (pricing tiers, packaging, GTM strategy).</li> </ul> </li> <li>● Collaboration Tools and Methods <ul style="list-style-type: none"> <li>○ Proficiency with PowerPoint, Word, Excel (advanced modelling), and collaboration tools (Teams, SharePoint).</li> <li>○ Familiarity with Agile concepts, service design, journey mapping, and design thinking.</li> </ul> </li> </ul>
<b>Experience requirements</b>	<ul style="list-style-type: none"> <li>● Background <ul style="list-style-type: none"> <li>○ 5–10+ years of complex and high value solution design and pre-sales and bid management.</li> <li>○ Proven track record leading medium-to-large scale service propositions, proposals/tenders with evidence of high win-rates.</li> </ul> </li> <li>● Domain and Industry Exposure <ul style="list-style-type: none"> <li>○ 5–10+ years in credit, collections and recoveries industry, consulting and/or professional services.</li> <li>○ Experience across multiple sectors (e.g., public sector, banking and financial services, utilities), with ability to adapt solution narratives to industry specific characteristics and requirements.</li> </ul> </li> <li>● Delivery Exposure <ul style="list-style-type: none"> <li>○ Hands-on experience collaborating with delivery teams; understanding of delivery constraints, resourcing, and governance.</li> </ul> </li> <li>● Product and Service Proposition Development <ul style="list-style-type: none"> <li>○ Demonstrable history of creating iterative service offerings, reusable IP and sales accelerators.</li> </ul> </li> <li>● Strong MS Office suite proficiency <ul style="list-style-type: none"> <li>○ Understanding of sales tools such as HubSpot preferred</li> </ul> </li> </ul>