

JOB DESCRIPTION

Job title	Head of Client Solutions
Reporting to	Group COO
Location	Nottingham / Hybrid
Employment basis:	Full-time
About the Group	<ul style="list-style-type: none"> 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. 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"> 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. 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. 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.
Responsibilities of the role	<ul style="list-style-type: none"> Client Discovery and Solution Shaping <ul style="list-style-type: none"> Lead and advance discovery workshops, interviews, and diagnostics to clarify client needs, desired outcomes and constraints. 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. Proposal, Bid and Tender Ownership <ul style="list-style-type: none"> 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. Further develop a library of core content, case studies, and accelerators to reduce cycle time. Sales Enablement and Deal Strategy <ul style="list-style-type: none"> Partner with Sales/Account Directors and Delivery teams to shape deal strategy, qualification, win themes and competitive differentiation. Develop compelling client-facing assets: pitch decks, demos, one-pagers and proof-of-concept plans. Commercials, Pricing and Utilisation <ul style="list-style-type: none"> Partner with Finance and Delivery colleagues to create cost models and price-to-win scenarios (including sensitivity analysis, margin protection, and risk contingencies).

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

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