

Analyst

LOCATION

Home based with travel to client sites as required

CONTRACT

Full time, permanent

arum Systems Ltd · arum-global.com · September 2026

About arum

Technology is the investment. We're the return.

Banks, governments and the world's largest brands in collections and recoveries are spending more on technology than ever. Yet too many programmes stall, underperform or fail to deliver the outcomes they promised. arum exists to close that gap.

For 28 years, we have delivered 500+ engagements in 23 countries, helping 140+ clients and partners turn technology investment into measurable results. We are independent, with no software to sell and no vendor agenda, so we start with the client's requirement, not a product. Strategy and delivery sit in the same team across five stages: Advise, Procure, Implement, Rescue and Optimise.

Headquartered in the UK, we are deliberately specialist and relatively flat. As an Analyst, you will learn directly from senior practitioners who stay close to the work, and see first-hand how technology investment becomes a return for our clients.

Purpose of role

The Analyst is an early-career consulting role supporting the successful delivery of internal, and client projects and engagements. We welcome candidates who are starting their consulting career, as well as those with significant analyst experience.

Working in project teams alongside experienced practitioners, you will with increasing autonomy develop practical consulting, analytical and technical skills while contributing to activities including desktop research, business analysis, system implementation and configuration, testing, data analysis and operational reviews.

You will work directly with colleagues, clients and other stakeholders to understand requirements, analyse information, solve problems and produce high-quality outputs.

The role provides broad exposure to arum's clients, services and specialist expertise and is an opportunity to build the knowledge and capability required to progress within a consulting career at arum.

Key responsibilities

Client & Project Delivery

- Support the delivery of client projects and engagements, completing allocated activities to agreed quality standards and timescales and maintaining accurate, high-quality project documentation.
- Work with colleagues and clients in meetings and workshops to support the preparation of high quality project outputs.
- Build effective working relationships with client stakeholders and colleagues, communicating progress, issues and risks appropriately.
- More experienced candidates will be expected to demonstrate a higher degree of self-management of priorities, working directly with clients and colleagues contributing confidently to meetings and workshops, and independently communicating progress, risks and issues appropriately.

Analysis, Systems & Problem Solving

- Gather, analyse and interpret business and system requirements, data and processes, using structured problem-solving to identify issues and support the development of appropriate solutions and recommendations.
- Support system implementation and configuration activities, including data mapping and modelling, system and user acceptance testing, defect reporting and root cause analysis.
- Work with databases, reporting tools and other relevant technologies as required by client engagements.
- Develop an understanding of clients' businesses and identify where arum's wider capabilities could add value, sharing potential opportunities with senior colleagues.
- More experienced candidates will be expected to demonstrate leadership of defined elements of business analysis, data analysis and solution development, applying structured problem-solving to investigate more complex client challenges using relevant databases, SQL, reporting and visualisation tools as required.

Development & Contribution

- Take ownership of personal development, actively building consulting, technical and sector knowledge through project experience and learning opportunities.
- Collaborate effectively across project teams, adapting to different clients, projects and priorities and contributing positively to the wider arum team.
- Follow arum's agreed delivery methodologies, policies, quality standards and management system requirements
- Any other activities as requested appropriate to the role and grade of this position.

Key skills & experience

- Strong analytical and problem-solving skills, with the ability to interpret information and draw logical conclusions.
- Working collaboratively as part of a team while taking ownership of individual responsibilities.
- Good written and verbal communication skills, with the confidence to contribute effectively in a professional environment.
- Strong organisational skills and attention to detail, with the ability to manage allocated tasks and deadlines.
- Working with data and technology systems, and ability to develop technical knowledge and capability.
- More experienced candidates will be expected to demonstrate greater independence, ownership of defined workstreams, confidence in client engagement, and the ability to translate complex information into clear insights, solutions and recommendations.
- Experience using desktop business productivity software

Personal attributes

- Curious and keen to learn, with an interest in developing a career in consulting.
- Analytical and naturally interested in understanding how things work and how they can be improved.
- Proactive, willing to take ownership while recognising when to seek support, seeking to work with increasing independence.
- Collaborative, adaptable and comfortable working across different clients, projects and priorities.
- Professional and dependable, with a commitment to producing high-quality work and responding positively to feedback.
- Willingness and flexibility to travel to client sites, including overnight stays, where required.

Rewards

- Competitive salary
- Discretionary bonus
- Pension
- Professional development support and career progression opportunities.

arum-global.com