

Lead Consultant

LOCATION

Home based with travel to client sites as required

CONTRACT

Full time, permanent

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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 a Lead Consultant, you will set the direction on major engagements and develop the teams who deliver that return for our clients.

Purpose of role

The Lead Consultant provides leadership across complex client engagements, setting direction and assuring delivery across technology, data and operational challenges within collections and recoveries.

Working directly with executive and senior client stakeholders, you will shape objectives, influence strategic decisions and provide credible challenge and advice grounded in deep specialist expertise. You will set the direction and take end-to-end ownership of engagements, ensuring alignment between client objectives and delivery outcomes.

You will provide leadership and assurance across delivery teams, acting as a senior escalation point and guiding colleagues and clients through complexity, ambiguity and change. You'll also play an important role in developing the arum team, strengthening arum's delivery capability and supporting departmental leadership where required.

Alongside delivery, you will help grow client relationships, shape new opportunities and contribute to arum's specialist thinking and market presence.

Key responsibilities

Client & Delivery Leadership

- Set direction and provide oversight on client engagements taking accountability for quality, risks, dependencies and outcomes.
- Act as a trusted advisor and senior escalation point for client stakeholders, leading strategic discussions and providing insight-led advice and constructive challenge.
- Shape solutions across complex, multi-faceted challenges, ensuring alignment between client strategy, operating models, technology, data and delivery outcomes.
- Provide senior assurance across project direction, solution design and client deliverables, ensuring outputs are coherent, practical and appropriate for executive audiences.
- Guide clients and delivery teams through ambiguity, trade-offs and change, making sound decisions and maintaining momentum towards agreed outcomes.

People & Practice Leadership

- Provide leadership across arum and client delivery teams, setting clear expectations and promoting high standards of quality, accountability and collaboration.
- Coach and develop members of the arum and client delivery team, and support capability development and the progression of future arum leaders.
- Line manage individuals where required, taking responsibility for performance, development and effective deployment.
- Support arum Leadership with team and practice management, including acting as a senior escalation point and deputising where required.
- Champion continuous improvement and innovation across arum's delivery approaches, tools, methodologies and specialist capability.

Commercial & Market Leadership

- Develop and grow trusted client relationships, identifying and progressing opportunities where arum's wider capabilities can create additional value.
- Lead or significantly contribute to pre-sales, proposals, bids and opportunity shaping, working closely with arum colleagues and leadership.
- Support account management and resource planning, balancing client outcomes with scope, utilisation and wider commercial objectives.
- Contribute to arum's specialist reputation and market presence through knowledge sharing, publication of insights, thought leadership and other market-facing activity.
- Follow arum's agreed delivery methodologies, policies, professional standards and management system requirements.
- Any other activities as requested appropriate to the role and grade of this position.

Key skills & experience

- Extensive experience within collections and recoveries, credit management or related financial services environments with deep operational and / or technology domain expertise.
- Significant consulting, advisory or transformation experience, with a proven track record of leading complex client engagements and multiple workstreams.
- In-depth understanding of collections and recoveries strategy, operating models, processes, technology ecosystems and relevant regulatory considerations.
- Proven ability to operate as a trusted advisor to executive and senior stakeholders, shaping direction, influencing decisions and providing credible challenge.
- Highly developed strategic, analytical and problem-solving capability, with the judgement to navigate ambiguity, competing priorities and complex business and technology challenges.
- Proven experience leading and developing delivery teams, including coaching senior colleagues and managing performance where required.
- Well-developed commercial awareness, with experience of business development, pre-sales, account management and balancing client value with consulting economics.
- Excellent written, verbal and presentation skills, with the credibility to communicate complex subjects clearly to executive audiences.

Personal attributes

- Credible and authoritative, with the judgement and confidence to influence senior and executive stakeholders.
- Strategic and solutions-focused, able to see the bigger picture while remaining close enough to delivery to ensure successful outcomes.
- Accountable and decisive, comfortable setting direction and making sound decisions in complex or ambiguous situations.
- A visible and collaborative leader who develops others, shares expertise and creates accountability without unnecessary hierarchy.
- Commercially minded, with an instinct for client value, relationship development and sustainable growth.
- Curious and forward-looking, with a commitment to improving how arum works and advancing its specialist expertise.
- 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.

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