

<b>ROLE TITLE: OPERATIONS SPECIALIST</b>	
<b>Ref: OPERATIONS SPECIALIST</b>	<b>Start Date: ASAP</b> <b>Close Date: Ongoing</b>
<b>Salary: Competitive basic, plus up to 20% bonus, 25 days holiday, private healthcare</b>	<b>Career stage: C/D</b> <b>(Dependent upon experience)</b>
<b>Department: Financial Difficulties</b> <b>Location: Nottingham, UK</b>	<b>Reporting to: Team Leader</b>
<b>PURPOSE OF ROLE</b>	
<p>The Financial Difficulties team are the key decision processing engine for Individual Voluntary Arrangements (IVAs), Debt Management Plans and Bankruptcies. This includes reviewing and decisioning new proposals, managing existing cases and managing exception queues generated by their bespoke IT systems.</p>	
<b>BUSINESS IMPACT</b>	
<p>To address the growing challenge of insolvencies in the UK, TDX Group created their Financial Difficulties department, a data, process and cash flow management hub for insolvencies. This is an innovative solution that works with creditors and insolvency practitioners to improve decision making, processing and management.</p>	
<b>ROLE DIMENSIONS</b>	
<p>Typically you will work within a team of 8 – 10 individuals including a Team Leader which interacts with the wider department.</p>	
<b>KEY OBJECTIVES</b>	
<ul style="list-style-type: none"> <li>• Receiving and decisioning new proposals from Insolvency Practitioners: <ul style="list-style-type: none"> <li>○ Checking new proposals received</li> <li>○ Extracting and capturing key details onto the system</li> <li>○ Making decisions to accept or decline proposals (guidelines are available but every case is unique and the position holder will need to use their judgement to assess and decision each case)</li> <li>○ Communicate the outcome to Insolvency Practitioners together with reasons / modifications to proposals where appropriate</li> </ul> </li> <li>• Manage exception queues: <ul style="list-style-type: none"> <li>○ Decisioned cases will create a workflow queue for exceptions e.g. payments not received on time, updating system with outcome data. Jobholder will be responsible for working exceptions (will involve direct contact with Insolvency Practitioners) to bring the plan up to date</li> </ul> </li> <li>• Plan Administration e.g. Payment processing and recording <ul style="list-style-type: none"> <li>○ Ensure records are updated and work queues set</li> </ul> </li> <li>• Liaison with client teams <ul style="list-style-type: none"> <li>○ Confirmation of debt with clients and processing of associated data</li> </ul> </li> </ul>	

- Where appropriate building relationships and following up with client operational teams e.g. chasing payments sent direct to them

## **COMMUNICATIONS AND WORK RELATIONSHIPS**

You will be expected to communicate externally with IP's and Clients as well as Internally with the wider team.

## **SKILLS AND EXPERIENCE**

- Strong decision making skills
- Excellent communication skills
- Attention to detail
- Good teamwork
- Ability to prioritise varying workloads
- Knowledge of Microsoft Excel
- Good numerical and literacy skills
- Excellent telephone manner
- The ability to suggest and deliver process improvement