

Operations Specialist – The Insolvency Exchange (TIX)

Ref	Operations Specialist
Start date	ASAP
Close date	TBC
Salary	Competitive basic offered depending on experience, plus up to 20% bonus, pension and private healthcare
Career stage	C
Department	The Insolvency Exchange (TIX)
Location	Nottingham, UK
Reporting to	Team Leader
Purpose of role	The TIX team are the key decision processing engine for Individual Voluntary Arrangements (IVAs). TIX consists of four teams - Client Services, Review, Post Review and Payments & Liquidation. Key duties within this department include reviewing and decisioning new IVA proposals, managing existing cases and managing exception queues generated by the bespoke TIX IT systems.
Business impact	Due to 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 with regards to IVA's.
Role dimensions	Within the TIX department you will join either the Client Services, Review, Post Review or Payments & Liquidation teams and will typically you will work within a team of 8 – 10 individuals including a Team Leader. You will interact on a daily basis within each of these teams and the wider TIX department to include Client Relationship Managers and Analytics as well as the wider business.

<p>Key objectives</p>	<p>Client Services The Client Services team receives and decisions all new proposals from Insolvency Practitioners, this includes confirming that new proposals have been received, extracting and capturing key details of the IVA's and transferring them onto the TIX system and communicating with Insolvency Practitioners and Creditors on a daily basis ensuring that we consistently meet all our SLA's.</p> <p>Review The Review team check all new proposals received from Insolvency Practitioners and make decisions on whether to accept or decline proposals. This involves adhering to company and client guidelines whilst using your own judgement to assess and decision each unique case. The outcome of decisions on proposals is then communicated to Insolvency Practitioners together with reasons / modifications to proposals where appropriate whilst ensuring that our clients SLA's are consistently met.</p> <p>Post Review The Post Review Team manages the IVA accounts for the lifetime of the arrangement which usually lasts around 5 years. Duties within the Post Review team entail handling IVA vote modifications, modifying and amending details of IVA's, challenging and checking debts, investigating any queries, chasing Insolvency Practitioners for reports and maintaining general correspondence with Creditors.</p> <p>Payments & Liquidation The Payments & Liquidation team liaise with Insolvency Practitioners to upload and reconcile payments, handle bank statements and apply changes to accounts, the liquidation part of the team then chase owed payments from Insolvency Practitioners before it is passed to the termination part of the team where IVA's are closed after a 3 or 5 year period or if the arrangements are broken breakage certificates are issued.</p>
<p>Communications and work relationships</p>	<p>A key part of all members of The Insolvency Exchange's role is to communicate externally with a wide range of parties to include Insolvency Practitioners, Creditors and Banks. You will also be expected to communicate internally with the wider TIX team including with other Operations Specialists, Analysts and Client Relationship Managers as well as within the wider business.</p>
<p>Skills and experience</p>	<ul style="list-style-type: none"> • Excellent communication skills • Strong decision making skills • A high level of attention to detail • The ability to work individually as well as being a strong team player • The ability to prioritise varying workloads • A good working knowledge of Microsoft Excel • Strong numerical and literacy skills • An excellent telephone manner • The ability to suggest and deliver process improvement • Prior knowledge of working within banking, collections or insolvency is desirable although not essential