

## JOB DESCRIPTION:

### LEAD / SENIOR TECHNOLOGY CONSULTANT (C&R SOFTWARE DEBT MANAGER)

<b>Job title</b>	Lead or Senior Technology Consultant (C&R Software Debt Manager)
<b>Location</b>	Eastern USA / Remote or Hybrid
<b>About Arum</b>	<p>Arum has been helping organizations achieve better debt outcomes for over 25 years, delivering solutions in more than 20 countries. We provide independent advice combined with pragmatic delivery, transforming collections technology, strategy, and operational performance to deliver better customer and client outcomes.</p> <p>We work with leading brands across financial services (banking, lending, debt purchase), utilities, telecommunications, and the public sector. Our team of practitioner experts sets us apart from other consultancies, enabling us to deliver tangible results while maintaining our position at the center of the industry. Our knowledge of the debt industry is unrivalled.</p>
<b>Purpose of role</b>	<p>Are you an experienced collections and recoveries technology expert with deep knowledge of <b>C&amp;R Software Debt Manager</b>? Do you have a track record of delivering consultancy and implementation projects that transform collections and recoveries operations? If so, we have an exciting opportunity for you.</p> <p>As a <b>Lead / Senior Technology Consultant</b> at Arum, you will play a key role in providing expert consultancy and project delivery services focused on <b>C&amp;R Software Debt Manager</b>. You will lead system implementation projects, advise on collections and recoveries technology strategies, and collaborate closely with clients to drive operational improvements.</p> <p>This is an exciting opportunity where each client engagement offers a different challenge, enabling you to apply and expand your expertise while delivering impactful solutions.</p>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• <b>C&amp;R Software Debt Manager Implementation Leadership</b> – Lead full lifecycle implementations of <b>Debt Manager</b>, from requirements gathering and system configuration to testing and go-live, ensuring alignment with industry best practices.</li> <li>• <b>Client Technology Leadership</b> – Advise clients on leveraging <b>Debt Manager</b> capabilities to optimize operational performance and collections strategies.</li> <li>• <b>Agile Delivery Expertise</b> – Apply agile methodologies to manage and deliver <b>Debt Manager</b> projects effectively, ensuring flexibility and responsiveness to client needs.</li> <li>• <b>Strategic Consultancy</b> – Conduct workshops, gather requirements, analyze business processes, and deliver tailored solutions that align with client objectives using <b>Debt Manager</b>.</li> </ul>

	<ul style="list-style-type: none"> <li>● <b>Client Engagement and Collaboration</b> – Work closely with client stakeholders to define project scope, design solutions, and oversee implementation to ensure successful delivery.</li> <li>● <b>Team Leadership</b> – Mentor and guide consultants, fostering collaboration and professional growth within project teams.</li> <li>● <b>Pre-Sales &amp; Business Development</b> – Support sales efforts by contributing to proposals, client presentations, and scoping activities related to <b>Debt Manager</b> to drive business growth.</li> <li>● <b>Data &amp; Technical Expertise</b> – Perform data mapping, analysis, and migration tasks to support <b>Debt Manager</b> implementation and optimization.</li> <li>● <b>Quality Assurance</b> – Ensure the delivery of high-quality, best-practice solutions while maintaining compliance with industry standards and regulations.</li> </ul>
<p><b>Key skills &amp; experience requirements</b></p>	<p><b>Essential Skills &amp; Experience</b></p> <ul style="list-style-type: none"> <li>● Experience leveraging the latest version of <b>C&amp;R Software Debt Manager</b>, including <b>FitAgent, FitAdmin</b> and <b>FitLogic</b>.</li> <li>● Proven experience in collections and recoveries technology, with expertise in <b>C&amp;R Software Debt Manager</b>.</li> <li>● Strong background in <b>Debt Manager</b> system implementation, optimization, and consultancy.</li> <li>● Deep understanding of collections and recoveries processes, strategies, and regulatory requirements.</li> <li>● Excellent analytical and problem-solving skills, with the ability to assess client needs and design effective solutions within <b>Debt Manager</b>.</li> <li>● Strong stakeholder engagement and communication skills, with the ability to lead workshops and present complex information clearly.</li> <li>● Experience in agile delivery methodologies, with the ability to manage projects through iterative, client-focused approaches.</li> <li>● Proficiency in Microsoft Office Suite, particularly Excel and PowerPoint; experience with data visualization and analysis tools is beneficial.</li> </ul> <p><b>Desirable Skills &amp; Experience</b></p> <ul style="list-style-type: none"> <li>● Experience working in a consulting environment, delivering <b>Debt Manager</b> solutions to clients.</li> <li>● Technical knowledge of relevant coding languages and data transformation tools used with <b>Debt Manager</b> e.g. <b>SQL, XML, Angular</b> etc.</li> <li>● Familiarity with compliance requirements in collections and recoveries, including industry regulations and best practices.</li> <li>● Experience mentoring junior team members and leading small project teams.</li> </ul>

## Rewards & Benefits

- Competitive salary package based on experience.
- Pension, Life Assurance, and Private Medical Insurance.
- Flexible hybrid/remote working model supporting clients across the Eastern USA.
- Exciting career development opportunities within a fast-growing consultancy.
- A dynamic, collaborative team environment where your expertise makes a real impact.

Join Arum and be part of a team that is transforming collections and recoveries through **C&R Software Debt Manager**, strategy, and operational excellence.