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**Registry
Trust Ltd**

**Operations
Director**



Starfish

Welcome from the CEO

Thank you for your interest in joining our team as Director of Operations.

We currently hold 5.5 million records and, in 2018 alone, 224 million business decisions were made using our judgment data. Our data is one of the few real-time indicators of the state of the economy, household finances and creditor behaviour. We have robust historical, regional and local-level data and want to do more to enhance the role we play in providing insight and analysis that supports good economic and financial decision-making.

Registry Trust is already a successful example of the government outsourcing to a non-profit organisation guided by a public value ethos with integrity, efficiency and quality at its core. To be effective, our data must be accurate and timely. When we were first created in 1985, our team processed two million pieces of paper a year and photocopied each piece of paper up to four times to send the data to credit reference agencies. Now, our data gathering, processing and distribution is of course mostly automated; yet that absolute commitment to data integrity, efficiency and quality has never changed.

We provide public value over and above our essential economic role and this is an increasingly powerful driving force for Registry Trust. We demonstrate this through our new initiative Public Data for the Public Good based on three pillars – economy, public and policy.

Having undergone a period of change and growth over the last two years – an exciting period that is set to continue – we are now looking for an Operations Director. This role requires someone with strong experience of delivering operations within another data-rich environment as well as sharp commercial acumen. You will understand the context we work in, including compliance frameworks, and will be a highly effective, engaging manager and leader who embraces the potential of Registry Trust as we continue to develop.

If you believe you have what we are looking for then we very much look forward to hearing from you.

Lex Jones
Chief Executive



What Registry Trust does

The genesis of the Register of Judgments, Orders and Fines goes back to Gladstone's time, when it was established to "promote commerce and trade" – this remains at the core of what Registry Trust does today.

Judgment data is used by lenders and the credit information industry and the Trust is therefore an integral part of the economic ecosystem, helping consumers get access to credit, promoting responsible lending and borrowing, and informed business decisions.

Registry Trust is now the home of public data on monetary judgments in the UK. As a not for profit company, our intention is to use and share this data for public good to promote responsible lending and borrowing, good business decisions, inform public discussion on the economy and household finances, and empower consumers.

We operate TrustOnline, the only service that provides members of the public and businesses with immediate access to the UK's official statutory Registers of Judgments, Orders and Fines. This information is used by lenders to decide whether to give credit or loans and by customers/suppliers of businesses to decide whether to work with them.

We also provide a range of services to credit reference agencies, government bodies, charities, regulators and other organisations to help promote transparency and accountability in commerce and trade, and support consumers in financial difficulty.

You can read more about the Registry Trust Board at <https://registry-trust.org.uk/about/>

Find out more

To find out more about the Trust please visit <https://registry-trust.org.uk>

To read the Trust's Parliamentary Review please visit <https://www.theparliamentaryreview.co.uk/organisations/registry-trust>



Role Description

Role title	Operations Director
Accountable to	CEO
Key relationships	Externally MOJ / HMCTS; county, magistrates and High Court staff; claimants; clients; suppliers; visitors; internally other staff and management; directors and chair; consultants.
Role Purpose	<p>Oversees the daily operation of the department, comprising customer services and data processing. Plans, manages, and implements schedules to ensure deadlines are met, and maintains a high-quality standard of production and delivery.</p> <p>Overseeing the compliance function of the business. Ensure policies and rules are in line with regulatory and ethical standards. Conducts audits and makes recommendations that will mitigate risk of non-compliance or loss.</p> <p>Works with CEO and Financial Controller to develop and agree short and long-term strategy and helps to present this to the Board of Directors. Able to deputise for CEO as required and provide support and guidance on key business decisions.</p>

Key accountabilities of the role

Leadership and management

- Provides outstanding management and leadership to the department and more broadly across Registry Trust as required.
- Contributes to the overall development of Registry Trust as a member of the Senior Leadership Team, including deputising for the CEO when needed.
- Secures results through effective resourcing, performance management and setting and communicating clear expectations.
- Leads by example to ensure that all staff display a professional attitude towards their work and role model the Trust's values.

Driving results

- Oversees the smooth running of all business operations on behalf of Registry Trust.
- Creates a departmental strategic plan which supports corporate plans.
- Provides effective team and project management, keeping departmental practices under review in order to deliver client satisfaction.
- Supports the implementation of:
 - sales and marketing initiatives
 - new products
 - datasets
- Partners with other departments, including finance and marketing, to ensure the Trust's operations meet organisational goals and attract clients.
- Identifies patterns and problem areas and implements effective solutions.
- In terms of compliance, acts as the Data Protection Officer to ensure that all business activities comply with Data Protection Act legislation, maintains ISO27001 certification and oversees documentation of all compliance activities, including internal audit.

Role Description

Working with others

- Builds and maintains excellent working relationships across Registry Trust.
- Builds and maintains good relationships with external stakeholders, including MOJ, HMCTS, and court services in other jurisdictions.
- Maintains strong and effective relationships with vendors, financial institutions and suppliers to ensure the Trust's needs are met.
- Participates in and influences internal meetings to ensure that maximum business benefit is derived.

Communications and engagement

- Attends industry conferences, exhibitions and social events as required.
- Deals effectively with escalated enquiries or complaints from the public, customers or suppliers.
- Attends service level reviews with HMCTS and MOJ.
- Represents the operational departments at internal meetings and cascading information onto staff as appropriate. Identifies areas and implements effective solutions.

Ensuring compliance

- Demonstrates knowledge of ethical employment standards set out by the law and corporate regulations.
- Ensures the Trust's compliance with all company requirements of the ISMS (including but not limited to internal audits) and all Data Protection regulations and training sessions.



Person Specification

Part one

Knowledge and experience

- Successful track record of senior management gained within an organisation of comparable complexity and exposure.
- Thorough knowledge of operational management issues relevant to an information or data-oriented organisation.
- Strong experience of reviewing complex systems and processes, of recommending improvements and identifying opportunities for time and cost efficiencies.
- Outstanding track record of developing positive relationships and alliances within and outside organisations.
- Knowledge of legislative and compliance frameworks relevant to Registry Trust.
- Sound grasp of resource (finance and people) management.

Part two

Skills and abilities

- Highly effective leadership and management skills with the ability to encourage and develop the potential of team members and encourage collective responsibility.
- Strong operational delivery skills with the ability to identify issues quickly and suggest solutions.
- Strong analytical skills and is able to get to the heart of the issue quickly.
- Effective communication, influencing and interpersonal skills.
- Exceptional presentational abilities.

Part three

Personal style and attributes

- Coaching style that identifies and develops potential.
- Clear, structured and logical thinker.
- Sharp commercial acumen.
- Intuitive sense of what 'good' looks like in the Registry Trust context.
- Personal demeanour that generates trust and commands respect..
- Resilient.

Terms of Appointment

Remuneration

This appointment attracts a salary of up to £75,000 per annum.

Contract

The role is offered on a permanent contract and full-time basis. Requests for flexible or remote working will be considered if addressed in your application.

Benefits

- Pension - Registry Trust pays a 15% contribution, the individual pays 5%
- Medical insurance, life insurance, and income protection
- Employee benefits platform called Sodexo which includes: free and confidential counselling services, physical, mental and financial wellbeing guidance, shopping discounts, childcare vouchers and cycle to work scheme.
- Registry Trust also provides an annual health check, flu jabs, and eye test (provision for glasses)

Equality, Diversity & Inclusion

To ensure diverse representation at all levels across the workforce and to understand the differing needs of our stakeholders, Registry Trust is committed to the principles of Positive Action. Positive action is defined as voluntary actions employers can take to address any imbalance of opportunity or disadvantage that an individual with a protected characteristic could face. Protected characteristics, as identified in the Equality Act 2010, are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The Board of Directors is currently under-represented across a range of protected characteristics, including, in particular, people from black and minority ethnic (BAME) backgrounds, and welcomes applicants from these communities.



How to Apply

We hope you will consider expressing an interest in this role. If you have questions about the appointment process and would find it helpful to have an informal conversation, please contact Juliet Taylor at Juliet.Taylor@starfishsearch.com

To make an application, please go to <https://starfishsearch.com/jobs/reg-trust-dir-ops/> and click on the apply now button, with the following prepared:

- your CV or equivalent biographical information
- a covering letter that sets out your motivation for applying for this appointment, and why you think your skills and experience make you suitable
- details of two people you have worked with previously who we could talk to at shortlist stage (with your permission).

Closing date is Monday 25th January 2021.

You may be invited to meet with a member of the team at Starfish Search in early-mid February 2021.

Agreement of the final shortlist is expected to be complete by the third week in February 2021. Informal meetings or telephone calls may follow confirmation of the final shortlist. Shortlisted candidates will have the opportunity to speak with the Chair and to engage with the CEO before interview.

Formal interviews for shortlisted candidates are expected to take place in w/c 22nd February 2021.



The logo consists of the letters 'RT' in a bold, sans-serif font. The 'R' is black, and the 'T' is orange.

Registry
Trust Ltd

A five-pointed star with a gradient from yellow to blue, positioned to the left of the word 'Starfish'.

Starfish