

United Kingdom Jobs Expertini®

Formations Team Leader

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Company: Dye & Durham Corporation

Location: London

Category: other-general

Dye & Durham Limited is a leading provider of cloud-based software and technology solutions designed to improve efficiency and increase productivity for legal and business professionals. Dye & Durham provides critical information services and workflows, which clients use to manage their process, information, and regulatory requirements. The Company has operations in Canada, the United Kingdom, Ireland, and Australia, and has a strong blue-chip customer base that includes law firms, financial service institutions, and government organizations. Are you looking for an exciting new challenge? Want a career where you can make a real impact? At Dye & Durham, we are always on the lookout for talented and driven individuals to join our diverse team; helping us to deliver our innovative solutions across the globe and allowing our clients to access the critical information they need, when they need it. Make a difference with Dye & Durham. **WHAT WILL YOU DO?** The Formations Team Leader is responsible for maintaining the day-to-day running of the order fulfilment and customer service operations for our company formations business, specifically incorporations and associated KYC and company secretarial. You will lead our team of formations agents and delegate responsibilities as well as being the technical point of contact. The successful candidate will be a driven and operations-minded individual, with a high attention to detail to both processes and people. They will have a strong formations background, ideally being aware of the wider business services market. They will be a key team leader and have experience leading team in customer-facing environments. They will be able to work well under pressure to respond to customer needs and ensure smooth running of order fulfilment and customer service. Responsible for the formations of companies for our B2B clients. People

manager to formations agents, including mentorship and/or professional coaching. Providing ongoing and daily operational support, including monitoring fulfilment capacity and customer service queries and delegating tasks to the team. Responsible for quality assurance of all aspects of formations and company secretarial, specifically the KYC compliance. Help coordinate with internal teams to ensure timely and accurate order processing Assist in Implementing efficient workflows to optimize order fulfilment procedures. Onboarding and training new staff to maintain SLAs. Delivery of immaculate customer service to external parties, including the delegation of communications to the correct member of staff. To be the technical lead on queries and deliver efficient resolution in line with current processes. To develop, maintain and enhance your skillsets around company secretarial and formations best practices, KYC processes and methodologies and support the development of our internal procedures.

WHAT DO YOU NEED TO BE CONSIDERED? Relevant experience in company formations, company secretarial and associated add on service. Experience of product and growth is desirable but not essential. Understand of compliance and KYC processes within TCSP business Previous management/team lead responsibilities (1+ year), including creating and delivering training. Competent in working with formations and cosec systems. Background in business services, including providing excellent customer service either to a non-technical audience or other professionals.

Desirable - experience with partner management for 3rd party services

Desirable - knowledge or experience of Company Law, and associated legislation

WHY WORK FOR US? At Dye & Durham we strive to be visionaries! As a leader in our field, we ensure our employees are ready for the next challenge in their journey with us by offering internal and external training opportunities. We offer competitive salaries and a whole host of benefits including healthcare, pension, company discounts, wellness programs, and paid days off to move house or volunteer for your favourite charity. Do you share our DNA? We ask how tomorrow can be better than today We are passionate about solving our customer's challenges Our ideas break boundaries We value different perspectives and encourage dialogue We take ownership and celebrate together

WHAT NEXT? Hit apply and your application will be reviewed by our talent acquisition team who will contact you directly. Please note that this position is subject to security checks. Dye & Durham is an equal opportunity employer. We provide opportunities without regard to race, colour, religion, sexual orientations, gender identity, national origin, marital or family status, disability status or other applicable legally protected characteristics.

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