

DAVID HOLT

 Lancashire, UK

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Expertise

Transformational Leadership
Organisational Development
Operational Excellence
Territory Management
Debt Collection
Conflict Expert
Enforcement Management
Business Development
Project Management
Change Management
KPI Management
Budget Management
Policy Formulation
Process Improvement
Agile & Lean Principles
Quantitative Research
ML & Data Analytics
Regulatory Compliance
Professional Networking
Stakeholder Management
Customer Service
Cross-Functional Leadership
Performance Management
Team Training
Team & Culture Building
Coaching & Mentorship

Volunteerism

Voluntary Special Police
Constable, Lancashire
Constabulary, 2023

Profile

Impact-driven leader with a wealth of experience within recovery and revenue protection. Big picture thinker with a genuine passion for making a difference in people's lives. Skilled senior collections operator with the proven ability to coordinate across business lines to identify risks and areas of improvement. Adept at cultivating enduring relationships with clients, teammates, and other key stakeholders. Fully conversant at personal team coaching and influencing of over 100 members of staff. Excels under pressure and adept at multi-site management.

Experience

Guided Consultants | April 2022-Present

Recovery & Investigations Consultant

- Manages a large portfolio of recovery cases for solicitor firms and private clients as a Private Investigation and High Court Enforcement agency.
- Skilled in enforcing warrants, traveller removals, possession orders and High Court writs.
- Extensive experience within mainstream debt collections from personal loans, HP, secured debts to commercial recoveries.
- Oversees and manages physical and electronics surveillance, fraud investigations, industrial espionage, and tracing inquiries.
- Maintains accountability for assigning and managing workloads as well as the training, standards, and auditing of enforcement agents.
- Delivers presentations for new and existing clients; and identifies new business while serving as a primary contact for client relations.
- Leverages in-depth knowledge of process, writ, and high court serving to advise clients while remaining up to date on current laws and legislations.

HPC | 2013-Present

Operation Director | June 2013-April 2022

- Managed the sourcing, acquisition, design, and operation of every venue managed by HPC which leases or buys brewery-owned locations across North West England and Wales.
- Enhanced market penetration through the identification of derelict or ex-brewery disposal properties for potential purchase and branding.
- Built and led a +100-person team across numerous venues and disciplines, from management to front-of-house staff.
- Maintained accountability for determining new pricing structures and finetuning sales processes and systems.
- Optimized teamwide knowledge through training and coaching; and implemented and monitored KPIs for each venue.
- Negotiated the lease of 11 freehold and privately owned venues within the first 2 years while overseeing all business transformation, marketing, and re-branding.
- Played a key role in acquiring and transforming and previously struggling venues and derelict buildings into fully functional licensed premises such as "Baker Street", a new community landmark night venue.
- Achieved a significant turnover of £1.2M in the first year of Baker Street for a £1M investment and a total turnover of £4.6M.
- Capitalised on the purchase of "Formbys" by planning consent for 8 dwellings and 4 commercial outlets to co-exist with the venue.
- Executed the total redevelopment of an 18-bedroom hotel and pub on the Welsh coastline, resulting in a turnover of £1.4M.

E d u c a t i o n a n d C e r t i f i c a t i o n s

- Certificated High Court Enforcement Agent, 2022-Present
- Enforcement Development Programme, City & Guilds level 3
- A Levels, Law, Theatre Studies & Psychology, Newman College
- Electronics & Electrical Apprenticeship Accreditation, Preston College City & Guilds – Distinction
- 9 GCSE grades (A-C), including Maths & English

E x p e r i e n c e C o n t i n u e d

Lindle Developments | May 2008- June 2013

Director

- Played a key role in acquiring properties across Northwest England and transforming them into desirable investments for resale or lease, as Director.
- Responsible for all rent collections, arrears management and regaining property control.
- Sourced funding and led a team of tradesmen to ensure the properties were completed to the high standards of the company and our clients, as a project manager.
- Managed several letting sites by liaising with new clients, conducting reference checks, and collecting delinquent debt where appropriate.
- Oversaw maintenance contracts for letting agents, including negotiating costs, allocating jobs, and ensuring health and safety requirements and building controls were met.
- Achieved £2m+ in development turnover across 7 lease properties and 6 sales while ensuring all deliverables were executed on time and within budget.

Welcome Financial Services Ltd. | January 2000- May 2008

Area Manager – Debt Collection Units

- Promoted from Sr. Branch Manager after two years to oversee a 50-person team of Branch Managers and Customer Account Managers and 8 sites with £25M in receivables.
- Built and empowered the team to exceed KPI targets in a compliant manner, ensuring motivation, reward, and succession management.
- Managed dispersed networks as well as centralised units, specialising in mainstream collections, debt recovery, and enforcement.
- Transformed multiple branches, including elevating the 36th-ranked branch into the number 1-ranked branch in the UK; and was selected *Area Manager of the Year* for 3 consecutive years.
- Skilled within the collection of HP, Personal and Secured debt recoveries.