

**Positions Vacant – Administrator
Colwyn Bay and Swansea**

High Court Enforcement Group is a well known, respected and ethical enforcement company and due to the successful winning of several large contracts, we are looking to recruit several administrators for our Swansea and Colwyn Bay Offices.

Working within a supporting and friendly team environment, the role of an Administrator includes:

- Receiving calls from customers and providing information or assistance regarding debt management such as assisting them in making a payment or setting up a payment arrangement to help them manage their debt
- Referring customers who need further assistance with debt management or vulnerable customers to debt advice agencies
- Inbound and outbound correspondence
- General administration
- Dealing with a variety of customers and cases
- Updating case files with call information or documentation, in line with GDPR
- Supporting and liaising with our Enforcement Agents
- Liaising and working with our clients

Hours of work:

Full time, 37.5 hours per week (Monday – Thursday 9.00am to 5.30pm and Friday 9.00am to 5.00pm)

Starting Salary:

£21,255.00 (reviewed yearly), plus Workplace pension

Benefits:

- 28 days annual leave including bank holidays, increased by 1 extra day every two years (capped after 10 years' service)
- Additional one day paid leave for your birthday
- Industry leading Regulated/CPD training programme
- Employee assistance programme (EAP)
- Wellness programme and health care plan, including gym discounts, retail rewards and more

Your Requirements:

- Good communication skills and telephone manner
- Data entry and accurate typing skills.
- Use of Microsoft Teams and Microsoft Office
- Prior Enforcement or Legal Sector experience beneficial but not required, as full training will be provided

To Apply:

Please forward your CV together with a covering letter to hr@hcegroup.co.uk.

Successful applicants will be subject to a County Court Judgment check and a DBS check.
References will be required.