

Positions Vacant – Enforcement Agents (Trainees and Certificated) Locations available in England and Wales

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 Trainee and Certificated Enforcement Agents across England and Wales.

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

- Travelling to various addresses within your local area to enforce High Court Writs, warrants and liability orders on behalf of clients to obtain payments on unpaid debts.
- Identifying and assessing a customer's financial circumstances and requesting payment in full or agreeing an affordable repayment arrangement
- Referring customer who are vulnerable or need debt management assistance to debt advice agencies
- Assisting customers to complete income and expenditure forms.
- Liaising with office-based colleagues and clients regarding active cases.
- Process payments, handling cash, managing receipts and other required documentation.
- Updating case files with a visit report and any associated documentation in line with GDPR
- Taking control of goods and removing goods where necessary.
- Intelligence gathering.
- Dealing with a variety of customers and cases

Hours of work:

Full time, 43 hours per week, including travel

Starting Base Salary:

£23,593.74 for a Trainee, rises to £27,152.72 following completion of probation

£26,394.51 for a Certificated Agent, rises to £27,152.72 following completion of probation

Typical earnings are OTE £36,000 to £60,000 (not capped) for a Certificated Agent

Benefits:

- 28 days annual leave including bank holidays, increased by 1 extra day every two years (capped after 10 years' service) plus additional 1 day paid leave for your birthday
- Company vehicle and relevant equipment provided
- Flexible hours
- 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:

- Confident and self motivated with good negotiation skills and the ability to communicate clearly, positively and effectively
- Able to travel and work unsociable hours, early mornings and weekends where required
- Persuasive, disciplined and able to deal with difficult customers calmly and professionally
- Ability to complete detailed reports and accurate record keeping
- Full UK driving license (more than 6 points or specific offences will be reviewed on a case by case basis)
- Prior experiences in Enforcement, police, military, HM prison, Housing Officer, Immigration Officer, Rent Arrears Officer, Security or any role where you have had to deal with people face-to-face in difficult situations is beneficial but not required, as full training will be provided

To Apply:

Please forward your CV together with a covering letter to hr@hcegroupp.co.uk. Successful applicants will be subject to a County Court Judgment check and a DBS check. References will be required.