



Job Title: Debt Recovery Assistant

Department: Debt Recovery Department

Hours: Full time

Role

- To assist in the implementation of debt recovery procedures on behalf of both private clients and the recovery of in-house debt referrals.

Summary of Duties:

- Creating and opening client matters on the Case Management System and paper files.
- Investigating the debtor's legal capacity and viability.
- Processing (on the dedicated Case Management system) new debts, incorporating letters of demand, the drafting and issuing of County Court claims and the entry of Judgment. Reporting to client throughout.
- Consideration and adoption of enforcement plans on those judgments using the dedicated Case Management system.
- Processing/accounting for payments received from both debtors and clients.
- Dealing with debtor enquiries/recoveries by telephone.
- Attending before local District Judges at Interlocutory Court Hearings.
- In defended actions completing the Court's Allocation Questionnaire and seeking and complying with procedural directions and/or transferring to other members of Debtco or the Litigation Department to pursue.
- Preparing Witness Statements and applications.



- Manual preparation of client invoices.
- Archiving of completed actions

Knowledge/Skills/Experience

- An A Level Candidate with 5 GCSEs A* - C including Maths and English.
- Previous experience within Debt Recovery preferred, but not essential.
- Competent in the use of IT in particular Word, Excel and outlook.

Core Competencies

The firm has a comprehensive set of core competencies that represent the behaviours we require from all staff within the firm. Incorporated within this framework are our core values of;

- Honesty and integrity
- Open to change
- Pursuit of excellence
- Supportive of others

The core values are central to the ethics of our firm and must be displayed to the highest level at all times. The individual core competencies aligned to this role are;

- Reliability
- Fostering Teamwork
- Communication
- Adaptability
- Accuracy & Attention to Detail
- Taking Initiative
- Understanding the bigger picture