



THACKRAY WILLIAMS
JOB DESCRIPTION

Head of Debt Recovery

Location: Bromley, preferred but would also consider Sevenoaks or London. Regular homeworking also possible.

Immediate Start

Reports to: Head of Dispute Resolution

This is an exciting opportunity for an experienced and entrepreneurial debt collections professional to re-ignite the firm's debt recovery department. You will lead and grow the Debt Recovery team, ensuring that you offer a high quality, business focused, efficient and cost-effective service to the firm's clients. You will provide an excellent level of service and actively strengthen existing client relationships while securing marketing/business development opportunities for the Debt Recovery team as well as the wider firm.

This is a strategic recruitment for Thackray Williams and as such you will be expected provide the drive and passion needed to deliver fast and sustainable growth.

Main Activities:

Client development

- Create departmental plans and outline core strategies to maintain and expand the customer-base of the firm's debt recovery department.
- Work with our Marketing & BD department to deliver an effective program of new business acquisition.
- Manage a portfolio of clients whilst developing and maintaining new commercial opportunities while seeking and maximising opportunities to sell our services
- Build a positive cross-referral program that actively spins clients out of your department to utilise other services the firm offers.
- Have an appropriate level of knowledge of all clients' business, background and circumstances and fully understand the client requirements.



Team

- Build, develop and lead the debt recovery team to manage the firm's debt collection service and acting for clients in debt recovery matters, dealing with bulk volume debt recovery, as well as bespoke complex collection matters for both companies and individuals.
- Effectively manage a small team of experienced collections professionals but have the ambition and drive to grow it.

Systems and processes

- Grow our case management system while also developing best practice to ensure efficiency and profitability.
- Provide technical and strategic advice about debt collection services and procedures, both externally and internally.
- Ensuring that bad debt provisions are maintained and write offs managed in line with the firm's policies and procedures.
- Working alongside colleagues across the firm, minimise litigation for existing clients, resolve contractual disputes pre-proceedings and deal with contested matters.
- Issue County Court judgements, prepare and issue Statutory Demands, as well as enforcing money judgements outside of jurisdiction and bankruptcy petitions, winding up petitions and applications for carriage.
- Provide updates on caseloads to management as required.
- Maintain up to date knowledge and understanding of appropriate regulations and internal policies and procedures in relation to debt recovery.
- Act ethically and professionally at all times, acting as a positive role model in accordance with Thackray Williams' core values.



Knowledge/Skills/Experience:

- Proven and demonstrable ability to develop new business and maintain existing contacts
- Would suit Solicitor or Legal Exec but equally someone non qualified with relevant experience
- Experience of working in a commercial debt recovery environment would be an advantage
- Strong IT skills and knowledge are essential
- Judgement to balance commercial debt recovery and compliance risks to achieve positive outcomes
- Maintain the highest professional standards
- Ability to build supportive relationships with clients, colleagues and referrers.
- Excellent communication and leadership skills with an ability to influence at all levels.
- Past experience of building efficient debt collections systems and processes is an advantage
- Excellent organisational skills
- Able to multi-task, manage time effectively and keep calm under pressure
- Previous experience working as a Lawyer and/or debt collection experience within the Law arena is valued

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
- Support 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 those are;

- Fostering Teamwork
- Motivational Support
- File Management
- Building Rapport
- Professional Development
- Business Perspective
- Expanding the Business



- Organising and Prioritising

The successful candidate will be expected to evidence that they meet these core competencies during the interview process.

About the firm:

Thackray Williams provide a full range of legal services from offices in Bromley, Sevenoaks, West Wickham and London. Our client base is wide-ranging, from private individuals to property developers, manufacturers, banks, builders and retailers, housing associations, professional services firms and charities.

We set high standards for all members of staff. Commitment to excellent client service is at the heart of everything we do. Our Core Values and Core Competencies define how we want to conduct ourselves and our business, helping us to create a sustainable and profitable firm where people are proud to work and clients love the service.

In return we offer a supportive and fair culture, with open doors and a friendly atmosphere. Wellbeing and Worklife balance are important to us and we strive to be flexible wherever possible.

In a nutshell, we are looking for people who care about the firm, care about the clients and care about their colleagues. We believe that people should enjoy coming to work. We want you to go home in the evening feeling like you have achieved something and made a difference.

We have exciting plans for the future and hope that you want to join us on that journey!