

Administrator job description

Job type: full-time, permanent contract

Location: Swansea city centre (in person)

Hours of work: 37.5 hours per week, Monday – Friday between 9.00am and 5.30pm with one hour for lunch.

Salary: £25,307.69 per year to start, plus workplace pension

High Court Enforcement Group (HCE Group) is the largest independent and privately owned enforcement company in England and Wales. With a combined experience of over 250 years in High Court Enforcement, we are recognised for our unparalleled professional integrity, ethical approach and ability to deliver effective enforcement solutions for businesses, organisations and individuals throughout England and Wales.

Due to securing new contracts, we are looking for a number of enthusiastic and ambitious individuals to join our team. We are recruiting for various office-based roles within our two Swansea offices.

Benefits:

- 29 days annual leave including bank holidays, increased by 1 extra day every two years (capped after 10 years' service)
- 1 additional Birthday Leave day to be taken on or around your birthday
- Company pension
- In-house employee training
- Opportunity to study towards CILEx qualifications through our in-house educational assessment centre
- Health and wellbeing programme
- Employee Assistance Programme (EAP)
- Health Cash Plan, including 24/7 GP consultations. Money back, up to a set limit, on optical, dental, and more
- Discounts on retail, travel, gym memberships and more
- Company Pension

Job description

The position involves:

- Working within a supportive team environment
- Receiving calls from people who wish to pay their debt or set up a payment arrangement
- Signposting vulnerable debtors to debt advice agencies



- Keeping case files up to date
- Handling, organising, and maintaining documentation with high accuracy and confidentiality
- Supporting and liaising with our Enforcement Agents, clients, and customers wherever necessary

Our company is well known and respected within the industry and there are opportunities to further your career should you wish to do so.

What is required of you

- Good communication skills and telephone manner
- Data entry and accurate typing skills
- Administration and customer service skills
- Strong time management and organisational skills
- Excellent team-player who can work independently
- Strong work ethic

Education

- GCSE or equivalent (preferred)

What you will be responsible for

- Inputting data
- Answering incoming telephone calls
- Providing customers with payment solutions
- Letter writing
- Reporting to Clients, majority being Solicitor firms
- Recognising vulnerable callers and signposting them for additional assistance
- General administration and case management
- Dealing with a variety of cases
- Accurately recording data, in line with GDPR

To apply

Please forward your CV together with a covering letter to our [HR department email](#).

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