



**HIGH COURT
ENFORCEMENT
GROUP®**

Enforcement agent job description

High Court Enforcement Group is a well-known, respected and ethical enforcement company and, due to the successful winning of several large contracts, the Group companies, High Court Enforcement Group, Excel Civil Enforcement and The Sheriffs Office, are looking to recruit several Trainee and Certificated Enforcement Agents across England and Wales in a fully employed role.

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 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 customers 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

Salary

- Typical earnings are OTE £36k -£60k+ for a certificated agent.
- Trainee EA - £28,364.49
- Certificated EA - £28,764 rising to - £29,172 after training and probation



HIGH COURT ENFORCEMENT GROUP®

Benefits

- 29 days annual leave including 8 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
- Company pension
- 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 licence (more than 6 points or specific offences will be reviewed on a case-by-case basis)
- Prior experience 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

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

Licence/certification

- Full UK Driving Licence (required)
- Enforcement Agent Certificate (preferred)