

## Job Description

<b>Role</b>	<b>Administrator</b>
<b>Team</b>	<b>Collections Team</b>
<b>Contract</b>	<b>6 month fixed term contract</b>
<b>Reports to</b>	<b>Collections Team Leader</b>
<b>Background</b>	
<p>Incasso is established as one of the market leaders for debt recovery in the UK. Acting for both commercial and consumer organisations, we were recently ranked number one debt recovery provider in Yorkshire by Legal 500 and Chambers and Partners UK Guide.</p> <p>We offer a complete debt recovery service incorporating pre-legal, trace and legal solutions, which give our clients total flexibility. Taking into account commercial considerations, Incasso provide advice on the legal options available &amp; endeavour to tailor their service to fit in with the client's own working systems &amp; practices.</p> <p>The Administrators provide support to all the fee earners within the Collections team.</p>	
<b>Technical Skills</b>	
<ul style="list-style-type: none"> <li>• Ensure all post is distributed both internally and externally in line with the house standard</li> <li>• Run and manage daily payment notification reports</li> <li>• Ability to answer the payment line and make full use of OPS system</li> <li>• To assist the team with administration duties such as photocopying, scanning documents and filing.</li> <li>• To assist fee earners on client accounts</li> <li>• Ensure manual debts are input in accordance with client SLA's</li> </ul>	
<b>Communication Skills</b>	
<ul style="list-style-type: none"> <li>• Ability to discuss issues regarding above processes with fee earners/team manager writing</li> <li>• Ensure telephone messages are passed to the relevant fee earner</li> </ul>	
<b>Professional</b>	
<ul style="list-style-type: none"> <li>• Time management</li> </ul>	
<b>Clients</b>	
<ul style="list-style-type: none"> <li>• An understanding of the importance of clients to the business</li> <li>• The take on of profitable and worthwhile clients with whom we can build a lasting relationship</li> <li>• Effective client engagement through approved Service Level Agreements</li> </ul>	

- Ensuring that the terms of a Service Level Agreement are observed
- Exceed the expectations of a client in all that we do
- Handling client concerns in a constructive and sensible manner
- Offering pro-active solutions to a client's needs
- Display interest in and an understanding of the client's business
- Be regarded as the number 1 choice for clients for their credit management issues

### **Risk Management**

To comply with Firm's policy in the following areas:-

- Ensure full compliance with File Management (Client Care) procedures in the Firm's Handbook
- Ensure full compliance with Engagement Letters and Terms of Business procedures in the Firm's Handbook
- Ensure full compliance with Firm's Anti Money Laundering Procedures and training is current
- Ensure full compliance with the Firm's Conflict of Interest procedures and be fully aware of potential conflicts for the Firm
- Possess full knowledge of the Firm's Business Continuity Plan
- Ensure full compliance with Data Protection procedures in the Firm's Handbook
- Be fully compliant with the Firm's Health and Safety procedures to ensure safety of self and others

### **Financial**

- An understanding of Incasso as a business – profit margins , management of disbursements , bills and credit control
- An understanding of how the individual can contribute to the firm's profitability
- Achievement of individual , team and firm financial targets
- An appreciation of the billing process and the importance of credit control
- An understanding of how the prompt progression of instructions leads to an increase in revenue
- Ensuring profitable client take on and assessing those clients who fail to produce a satisfactory return for the business
- An overview of resource planning which delivers work at a satisfactory gross contribution for the business

### **People, Learning and Growth**

- Exceed the minimum requirements in the job description and competencies for the role
- Seek opportunities for personal development
- Embrace change and strive to enhance your knowledge
- Agree a personal development plan
- Develop legal and soft skills
- Understand the market we operate in , identify trends and revise our business model accordingly
- Recruit people who share our Vision and Values and who wish to succeed

### **Internal business Processes**

A working knowledge of the internal systems and processes operated by Incasso such as:

- Linetime
- Liberate
- Change Management
- Client Relationship Management
- Money Laundering Procedures
- Conflict Checks
- Client Confidentiality
- Finance
- IT and Development
- Data Protection
- Business Continuity
- Business Development
- Equal Opportunities and Diversity Policy
- Client Care
- Complaints Handling
- Lexcel
- Facilities
- Induction
- Telephone Protocol
- Appraisals
- Team Manuals

### **The Person Specification**

The role is suited to an individual with the desire to expand into an office-based environment.

- Literate and numerate (possessing a Grade C or above in GCSE Maths and English)
- Excellent communication skills
- Excellent organisational skills
- Team Player
- IT Literate
- Flexible