

Job Description

Role	Legal Recoveries Executive
Practice Area	Financial Services
Location	Incasso
Reports to	Lee Thrush

The Role

Legal Recoveries Executives are responsible for the day-to-day processing of their own legal debt recovery caseload. Working as part of a team, undertaking work for both key clients and smaller clients in their entirety you will be:

- Acting on and responding to incoming post from debtors, third party solicitors, court and clients;
- Making and receiving telephone calls to debtors, third party solicitors and clients about the cases, and negotiating with debtors on behalf of the clients to achieve the quickest and best level of recovery;
- Making strategic legal decisions to effect a successful recovery on behalf of the client;
- Using a fully automated debt recovery software known as Liberate and then progressing the cases through the workbox environment utilised by this software.

Reporting in to the Team Leader you will form an integral part of a highly motivated and very successful debt recovery department.

Legal Knowledge

- Understands the importance of an LBA
- Demonstrates how to complete and issue a claim form
- Demonstrates how to enter Judgment
- Intermediate knowledge of Warrant of Execution
- Knowledge of how and when to send Statutory Demand
- Advanced knowledge on Attachment of Earnings

- Advanced knowledge on Charging orders
- Intermediate knowledge of Order for Sale
- Basic knowledge of Defended

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

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

Clients

- An understanding of the importance of clients to the business
- The take on of profitable and worthwhile clients with whom we can build a lasting relationship
- Effective client engagement through approved Service Level Agreements
- 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

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

Technical skills

- An ability to use:
 - Word
 - Excel
 - Outlook
 - Laserform

Client service

- Displays an understanding of the Clients needs
- Displays an ability to negotiate with debtors in order to achieve the best possible outcome for the Client.

The Person Specification

- The successful applicant will need to be a strong negotiator and be able to demonstrate a track record of telephone based collection techniques
- An ability to work on your own initiative whilst being a team player is essential
- A background in a collections environment or a legal environment would be advantageous but not essential
- Experience of dealing with debtors is a must for this role
- IT Literate
- Excellent communication skills
- Excellent organisational skills