



Collections Advisor Cardiff

Business: V12 Retail Finance
Reporting to: Collections Manager
Business area: Collections
Location: Cardiff

V12 Retail Finance is a UK specialist provider of Retail Point of Sale Credit, providing finance to customers of a range of retail partners for over 20 years through an online processing system. It employs over 180 staff and is based in offices at Neptune Court in Cardiff. It is owned by Secure Trust Bank, a longstanding established UK bank, whose core business is to provide banking services including a range of savings products, mortgages and other lending solutions. Secure Trust Bank was incorporated in 1954, and operates from its head office in Solihull, West Midlands. It was admitted to AIM in November 2011 and, in October 2016, successfully listed on the Main Market of the London Stock Exchange.

As a fast-growing company, we are always looking for the best candidates to help us grow our business. Our customers are at the heart of everything we do, but we can't achieve our customer focus strategy without the right people in our team. For us, it's not just about delivering great customer service, it's about constantly improving what we do and finding new ways to help our customers and the retail partners we work with. So, we are looking for candidates who are enthusiastic, proactive and enjoy working in a fast-paced environment.

Job purpose	Responsible for delivering correct customer outcomes on every call or account
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Job Description	<p><u>Key responsibilities</u></p> <ul style="list-style-type: none"> Responsible for the secure handling and safe keeping of sensitive customer information. Delivering against agreed Daily, Monthly and Annually set targets & metrics Work as part of a team, liaising with other departments and external companies via email and telephone To work all Collections accounts from Day 1 to Write off Self –motivated and takes accountability for own workloads with minimal supervision when required Responsible for the completion of all training via CBT <p><u>Key Interfaces</u></p> <ul style="list-style-type: none"> Recoveries in line with Collections Policy and Procedures Adhere to company and regulatory standards Accuracy in all areas of work Ensure all Collections metrics are achieved
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Person Specification	<p><u>Knowledge / Experience</u></p> <ul style="list-style-type: none">• Responsible for the secure handling and safe keeping of sensitive customer information.• Delivering against daily, monthly and annually set targets• Work as part of a team, liaising with other departments and external companies via email and telephone• To work all Collections accounts from Day 1 to Write off• Self –motivated and takes accountability for own workloads with minimal supervision when required <p><u>Skills</u></p> <ul style="list-style-type: none">• Customer Focus• Working proactively <p><u>Core Competencies</u></p> <ul style="list-style-type: none">• Confidence & Communication• Change Focus
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