



JCB Finance is a specialist B2B lender. We are proud to be JCB's sales-aid asset finance provider in the UK. Our shareholders are the JCB and NatWest Groups. Our head office is in Rocester, Staffordshire.

Collections Representative (field and home-based): an excellent opportunity for an experienced candidate with proven customer service and collections skills working in the asset finance sector. Competitive salary, bonus, pension, company car, plus other benefits. Ideally based around the M4 corridor, Slough, Basingstoke, or Reading. The working territory is from the Midlands to the south, southwest and east coasts of England, with occasional cover for Northern Ireland.

Job Role

- Administration – checking daily payment records and overdue accounts, re-presented direct debits, assigned agreements, following up payment actions, taking payments by World Pay.
- Consulting with customers in writing, by phone and on-site, in person.
- Liaising with various agents eg; liquidators, administrators, solicitors, third party collections agents, insurers, dealers, and auctioneers.
- Vehicle/machinery inspections and audits – remote and on-site.
- Working as part of a team with our office-based customer service/recoveries, and asset management, and field-based sales teams.
- Arranging haulage transportation and safe, timely removal of assets.
- Occasional overnight stays and off-territory working if required (minimal).

Person Specification

- Compassionate, empathetic
- Diligent
- Tenacious, resilient
- Practical, problem-solver, good negotiator
- Good time management, autonomous
- Safety awareness for self and others
- Customer service skills
- Awareness of relevant regulation, law and company policy (training provided).
- Numerate, literate, articulate
- Personable, good ambassador for the company, ability to work at all levels.

Experience and qualifications

- FCA Regulation, Anti-Money Laundering, Data Protection, Treating Customers Fairly, Vulnerable customers, Consumer Credit Act, fraud (training provided).
- Full driving license.
- Asset finance experience ideally working with construction/agricultural/industrial equipment (training provided).
- Knowledge of relevant legal protocols, desirable.
- Computer literate – Microsoft Office including Excel & digital technology.
- GCSE English and Maths (C/5) minimum.
- Industry-related qualifications (CICM, DipAF, etc) - desirable
- Eligible to work in the UK

Pay & Benefits:

- Competitive salary
- Company car (EV or PHEV)
- iPhone and iPad
- 5 days Monday-Friday, 37.50 hours per week
- 25 days holiday plus Bank Holidays, up to 5 service days after eligibility.
- Pension Scheme (15% employer contribution)
- Discretionary bonus scheme (up to 15%)
- Annual disturbance allowance/including lunch allowance.
- Personal and home loan schemes
- Employee discounts - My Staff Shop
- NatWest Share schemes
- Private healthcare scheme, & EAP
- Charity day/volunteering
- Death in Service 4 x salary benefits
- Company sick pay and permanent health insurance schemes after eligibility
- Company enhanced maternity/paternity pay after eligibility.
- Long service cash awards (£500 up to £1,000) starting at 3 years.

To apply please visit www.jcb-finance.co.uk/careers to download our application form, or send completed application form and/or CV to humanresources@jcb-finance.co.uk.

Alternatively, please post completed application forms to:

Private & Confidential

Human Resources Department
JCB Finance Ltd
The Mill, High Street
Rocester
Staffordshire
ST14 5JW

Offers of Employment are subject to satisfactory pre-employment checks:

Satisfactory references, Credit Reference Agency, Fraud, Basic Disclosure check (DBS), and qualifications.