

JOB DESCRIPTION – ENFORCEMENT AGENT

Job title	Enforcement Agent
Location	UK
Employment basis:	Full time, permanent, self-employed basis
Reports to:	Enforcement Manager
About Just	<p>Just uses adaptive AI to help some of the largest clients in the world select the proper debt treatment for their customers and, where required, provide managed access to an integrated network of suppliers across debt recovery, litigation and enforcement. Our solutions are designed to protect brands, save costs and generate better financial returns.</p> <p>We use our advanced data science and adaptive AI technology, JustIQ, to help clients develop the right treatment strategies - boosting customer engagement and maximising portfolio returns. For clients seeking a managed solution, JustMS connects to a trusted and accredited network of debt recovery, litigation, and enforcement partners.</p> <p>We believe customers behind on payments should be treated fairly and with understanding. Those who can pay should be encouraged to do so, while vulnerable customers or those in financial hardship deserve empathy and the right support.</p> <p>These values are built into our solutions to ensure customers are treated fairly while helping clients protect their reputation and improve their financial returns</p> <p>justdebt.co.uk</p>
Purpose of role	<p>Work independently as part of a team visiting domestic and commercial properties to enforce High Court Writs of Control, Judgments, or Warrants. Trace absconders when contact cannot be made. Assess the value of a debtor's goods to decide if seizure is appropriate and sufficient to cover the debt. Identify when customers need financial advice and ensure repayment plans are realistic, referring them to relevant council or community services where needed. Maintain professionalism, build rapport, and negotiate effectively in challenging situations, always delivering a</p>

	<p>courteous and helpful service. Plan and manage your workload to progress cases quickly and efficiently.</p>
<p>Responsibilities</p>	<ul style="list-style-type: none"> • Work within the Enforcement Agents service in Just to collect debts in line with legislation, national standards, codes of conduct, and company policies. Carry out daily unaccompanied visits to homes and commercial premises to enforce liability orders, judgments, and warrants. Handle customer enquiries in person or by phone, providing a courteous, professional and timely service as required by the Enforcement Agent Manager. • Accurately record and bank all money received within 24 hours. Manage cases to completion, meeting performance targets and ensuring all statutory paperwork and fees are correctly applied. Plan and prioritise your caseload to maximise daily visits and respond to urgent requests when needed. Maintain clear, complete case notes and update all systems in line with service standards. • Take care of company property, including hardware and software. Distinguish between customers avoiding payment and those needing financial support, signposting them to relevant internal or external services such as benefits advice. Always follow Health and Safety requirements, including lone working procedures, and work in accordance with the Taking Control of Goods: National Standards. • Duties may change, and additional reasonable tasks may be assigned by your manager. The service operates 7 days a week between the hours of 6am-9pm, and you may be required to work evenings or weekends to support collection activity, with these hours taken in lieu of standard working times.

<p>Key skills & experience requirements</p>	<ul style="list-style-type: none"> • Responsible for handling cash and payments as collected and safe care and use of council equipment as necessary to fulfil duties. • To be responsible for maintaining a valid certification from the court and bond to enable you to undertake the duties of this role. • Provide services that are fair and accessible to all, challenging existing practices that support the traditional culture and promote the Customer First proposition • Undertake assigned projects, ensuring that agreed outcomes are delivered on time, within budget and to the expected standard. • Comply with the competencies and standard requisites agreed by the Company as relevant to your post. • Full UK driving licence • Own vehicle • Clear DBS history • Either currently certificated or willing to obtain Enforcement Agent certification
<p>Rewards</p>	<p>This is an exciting opportunity to work for a fast growth, thought leader in the technology space which is passionate in helping to improve the way businesses manage credit.</p>