

Role (Full-Time)	Client Liaison Officer
Department:	Lawrence Charlton
Company Summary	
<p>Debt Free Direct Limited is part of the Fairpoint Group (a publicly listed company) established in 1997.</p> <p>We are UK's leading provider of advice and solutions for people with serious debt problems and our mission is make money go further. Our vision is to be the most trusted financial services business in the UK.</p> <p>Based in Adlington, Lancashire, we employ over 400 employees and handle enquiries from thousands of people every month. The range of solutions we provide have helped thousands of people regain control of their finances.</p>	
About Us	
Do you want to make a difference?	Are you passionate about customer service?
Do you enjoy working with people?	
<p>If you've answered yes to the above, then this could be the role you've been waiting for. Our employees tell us that the best thing about working at Fairpoint is getting the chance to help change peoples' lives.</p> <p>Working at Fairpoint offers you the chance to work in a welcoming friendly environment, a fun, vibrant atmosphere, with teams of people who enjoy working together to make a difference. If this sounds like the sort of company you want to work for, then we want to hear from you.</p> <p>Our standards are high and that's why we need to recruit the best calibre candidates who will grow and develop as the company develops, we also ensure that we reward our employees for their efforts with a generous performance related pay scheme, matched contribution pension, money saving products and services, childcare vouchers, annual leave purchase scheme, and much, much more.</p>	
Role Summary	
<p>Lawrence Charlton are looking for enthusiastic and motivated people who can bring a compassionate and professional attitude to join the team of Client Liaison Officers who provide specialist advice to clients on all aspects of personal debt management, and act as a liaison between our clients and their creditors.</p> <p>In Lawrence Charlton we have two teams of Client Liaison Officers – Customer Support Team and Welcome Team.</p> <p>The Customer Support Team is responsible for the caseload under Debt Management, managing those caseloads and liaising with the Creditors and Debtors.</p> <p>The Welcome Team are responsible for the caseload under Debt Management, setting up new files for customers on the internal computer system and liaising with the Creditors and Debtors.</p>	
Key Responsibilities	
<ul style="list-style-type: none"> • To act as liaison between client and creditors • To take responsibility for the management of a clients debts • Reviewing cases on a daily basis • Ensuring that Quality Standards for accuracy and timeliness are met in all cases • Dealing with ad hoc correspondence and telephone enquiries • To provide specialist advice to clients on all aspects of personal debt management • To conduct regular case reviews using information provided by client to confirm the solution provided is still the best advice for the client • To focus on meeting objectives • Taking an active role in any "in house" training programmes • To act as first point of contact for clients' queries/issues; referring/escalating as appropriate 	
Specific Skills & Experience	
<p>Essential</p> <ul style="list-style-type: none"> • Confident communicator with good negotiation skills • Customer service experience • Problem solving skill • You must be ability to work in a team 	

- Ability to take instruction/feedback and act swiftly on said instruction/feedback

Desirable

- Experience of managing task lists
- Excellent motivational skills.

Please note that you will need to meet the essential criteria for this role to be successfully shortlisted.

Hours of Work

The company operating hours are between 08.00 and 21.00. Our standard contracted hours are 37.5 hours, full time.

Customer Support team operates rotating shift patterns* which includes 8.30am to 4.30pm, 9.30am to 5.30pm and 12.00pm to 8.00pm. You will be required to work one Saturday in four from 9.00am till 1.00pm and you will receive time back in lieu.

*Please note that there is an expectation for you to be flexible and although the standard hours are detailed above, these could change in accordance with business needs, in which case you will be informed in advance.

Closing Date

All applications must be made in writing with a covering letter detailing currently salary and benefits, salary expectations and a current CV. Please ensure that you account for all gaps in your employment and detail how you meet our essential criteria and if applicable desirable criteria.

Applications must be received by 12.00 3 February 2012.

Selection Process

The selection process for this role will consist of the following once you have been shortlisted:

Stage One: Telephone Interview

Stage Two: Selection Tests (Numeracy, Literacy, Listening Test)

Stage Three: Competency Based Interviews

Stage Four: Reference Checks

Please note that candidates who have passed the selection tests may be interviewed on the same day. We will inform you in advance if this is likely to take place.

Salary and Rewards

Salary for the role is between £14,000- £18,000 depending on level of experience (salaries will start at £500 less than the agreed salary and will increase after the satisfactory completion of a probationary period, typically three months)

- Generous Bonus Scheme
- Holidays – Up to 25 days plus 8 public holidays
- Buy and Sell Annual Leave Scheme (up to 5 days per annum)
- Up to 3% matched contributory Pension Scheme
- Save as You Earn Scheme
- Life Assurance
- Employee Discount Scheme (includes 1000s of High Street Retailers)
- Childcare Vouchers
- Discounted Healthcare
- Corporate Gym Membership
- Cycle to Work Scheme
- Loyalty Awards
- Discounted Rail Cards(available via seasonal loans)
- Money saving products and services (including gas, electricity, home, car and phone insurance)
- On-site Canteen, free hot drinks, car parking, onsite internet access and dress down every Friday and a referral scheme which pays up to £1000.
- Development opportunities to undertake NVQs and Microsoft Office Courses

Important Information

Due to the volume of applications we receive we are unable to respond to all applicants. If you do not hear from us within four weeks please assume that your application has been unsuccessful.

How To Apply and Contact Information

Further details about our career opportunities and about us can be found on the careers page, which can be found by visiting www.debtfreedirect.co.uk/careers. You can also find out more about us by downloading a copy of the Candidate Information Guide or requesting a copy by contacting the HR Team on the email address below.

If you have any questions regarding your application then please do not hesitate to contact a member of our HR Team on 0844 826 1308 or email us on careers@debtfreedirect.co.uk.

Our Offices

Our office address is Fairclough House, Church Street, Adlington, Lancashire, PR4 7EX. We are easily accessible by car and directions to our office can be found on our website by visiting www.debtfreedirect.co.uk/careers