

Role (Part-Time)	Lead Generator – Multiple Brands
Department:	Contact Centre
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>The main purpose of the role is to make outbound calls to people who have made enquiries through various sources and may require help and advice on serious debt problems. This will include discussing their financial details and advising customers on how best to proceed with their individual debt problems, whilst maximising up and cross sell opportunities. The position is for outbound activity only therefore the ideal candidate would demonstrate enthusiasm and easily engage customers within their daily duties.</p>	
Key Responsibilities	
<ul style="list-style-type: none"> • To provide empathy, support and guidance to each person who calls. • Treat Customer Fairly at every point of contact. • To use company systems to record each caller's details. • To act as an ambassador for Debt Free Direct and live the company values through sales and customer service. • To explain the benefits and the practicalities of the solutions most appropriate to that customer. • To help the customer understand the best route out of their situation and explain and guide them through the steps they need to take in order to do this. • To be fully compliant according to business standards. • To adhere to data protection and money laundering acts. • To recognise opportunities to sell other products we offer, which will benefit the customer. • Any other duties as required. 	
Specific Skills & Experience	
<p>ESSENTIAL</p> <ul style="list-style-type: none"> • The ability to work in a team • Previous Contact Centre experience. • Dialler work history experience. • Basic numeracy and literacy skills. • Good listening skills & telephone manner. • Good keyboard/IT skills. • Excellent communication skills. <p>DESIRABLE</p>	

- Experience working in a call centre environment on outbound campaigns.
- Financial services or Debt Management knowledge would be beneficial.

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.

Hours of work for this role is 20-27.5 per week, this incorporates fixed evening hours during the week (negotiable) and every Saturday. For this role there is an expectation for overtime to meet the needs of the business when required.

*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 Friday 10th February 2012

Selection Process

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

- Stage 1: Telephone Interview
- Stage 2: Selection Test
- Stage 3: Competency based interview

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

Starting salary for the role is £13,000. There will be a three month probation period, where you are expected to exceed current business targets.

- 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