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**NE** North East  
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**BERNICA**

Newcastle  
City Council

  
North Tyneside  
Council

**Employer: Waters & Gate**

**Vacancy: Debt Collector**

**Hours: 28**

**Salary: £12.21 per hour – Meets Min National Wage**

**Working pattern: 9am to 5pm Mon to Fri flexible for the 28 hours**

**Number of vacancies: 1**

**Job Summary** We are looking for a full time Collection Advisor to join our team in North Shields.

The successful candidate will be contacting debtors on behalf of our clients and will be given the support and training needed to successfully complete the role.

The details and duties of the role include (but not limited to) the following

- Contacting debtors by phone, email and post
- Liaising with clients
- Taking payments by debit and credit card
- Updating the CRM system
- Ad hoc duties
- Invoicing

We are a growing company with unlimited potential for future growth and as such as we are interested in highly motivated individuals with a “can do” attitude who can thrive on being given responsibility.

We **always** promote from within, and we will be looking for future team leaders and managers as this team grows.

Reporting to the Collections Managers, this role would suit someone looking for a varied role and offers the right person the potential to grow with the business.

**Essential skills, experience and qualifications**

**What do we expect to see from you?**

This is a starting role, so we don't need qualifications or experience... that's what we're here for. But there are a few key behaviours and skills we want to see from our candidates; and these are ones that if you possess and can demonstrate; you will make this work placement a real success!

- A commitment to own learning and development and ready to complete the training on offer.
- Ability to work well as part of a team.
- Ability to demonstrate customer care and to be polite and courteous.
- Able to follow instructions and health and safety guidelines.
- Strong communication skills.
- Hard worker, who works well under pressure.
- Well organised.
- Can manage your own time and workload.
- "Can Do" attitude.
- Keen to take on responsibility.