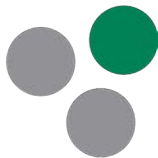




Join our
award-winning
team

Hilton-Baird
Collection Services





A place to grow, develop and flourish

Thank you for your interest in a career with award-winning commercial debt collection and credit control agency, Hilton-Baird Collection Services.

A family-run and FCA-regulated business established in 2001, we're part of the wider Hilton-Baird Group of companies which currently employs more than 40 staff across the UK.

From our head office in Southampton city centre, we provide a range of debt collection and credit management services to small businesses, high street banks and Insolvency Practitioners, from the recovery of overdue invoices to fully outsourced credit control services.

We are really proud that our team has twice been voted Third Party Debt Collection Team of the Year at the CICM British Credit Awards - the most prestigious awards programme in the credit management sector.

Right now, we're looking for enthusiastic candidates to grow our team while maintaining our high standards, allowing us to provide our services to even more businesses.

If you believe you've got what it takes, read on to discover what you can expect from us as an employer and why we think a career at Hilton-Baird represents an exciting opportunity for anyone seeking a challenging but rewarding position.

Our core services



Debt Recovery

Our debt recovery services help businesses in a number of different markets, but revolve around recovering invoices and protecting the cash flow and financial stability of our clients.

For small businesses, we help when their customers haven't paid invoices on time. While we focus on collecting the debt without requiring the legal system, we have the knowledge and expertise to use the courts when required.

We also assist high street banks, independent lenders and FinTech/Peer-to-Peer lenders, whose clients have defaulted on payments or entered insolvency proceedings.



Confidential Credit Control

We also provide outsourced credit control services for businesses that lack the expertise or resource in-house, giving clients the time to focus on core business and the peace of mind that their invoices are in safe hands.



Credit Management Review

This specialist service involves our team conducting a comprehensive review of a business's receivables management processes, before providing expert recommendations on ways to improve performance and efficiency.

Just some of our clients





No ordinary debt collection company

We take pride in our responsible and fair approach to debt collection and credit control.

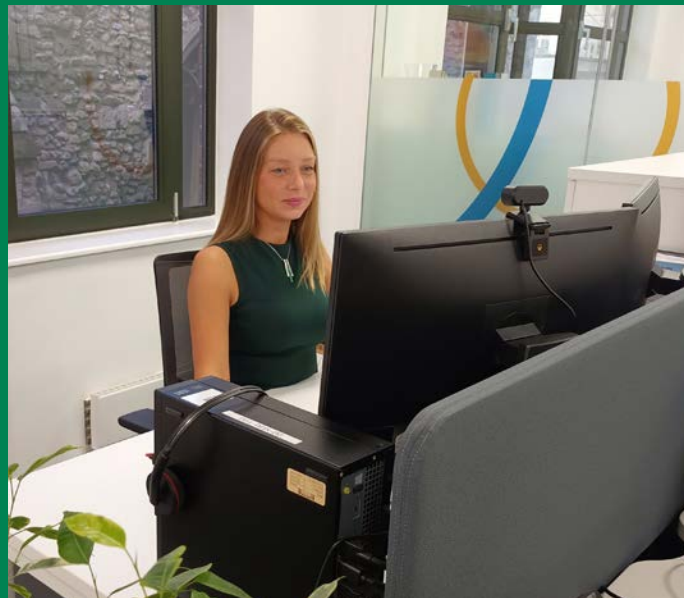
We believe that polite, professional and telephone-led mediation offers the greatest chance of bringing a successful conclusion to often complex cases, working with both our clients and their customers to achieve positive and realistic outcomes whilst treating customers fairly at all times.

While we use technology and letters to support all our activity, we firmly believe that we are successful because our team spends the maximum amount of time on the phone to our clients' customers to understand the reasons for non-payment, resolve any disputes and ultimately help our clients recover what they're owed. This approach also helps to preserve our clients' all-important customer relationships.

For small businesses, late payment can have devastating consequences. It can lead to significant cash flow problems, redundancies and even insolvency. So it is vital they have a reputable partner they can lean on to deliver effective credit control resource or recover overdue invoices. That's where our award-winning team comes in.

To join our team, you will need:

- Excellent communication and active listening skills
- Ability to communicate in a professional and articulate manner
- High level of attention to detail
- Computer proficiency – Word, Excel, Outlook and Sage or a similar accounts system
- Proven team player with excellent interpersonal skills
- Ability to work on your own initiative and as part of a team
- Hard working, punctual and reliable
- Self-motivated, adaptable, flexible, dynamic and ambitious



What you can expect from us

- Added value to your career and personal development
- A tailored development and training programme
- Access to professional and industry-recognised qualifications
- Opportunities to develop valuable business skills
- Motivated, fast-paced and dynamic working environment
- A rewarding career in the credit management sector
- Discretionary profit and performance-related bonus
- Benefits including Health Insurance and Life Assurance after 12 months of service

What we expect from you

- To be involved and add value to our business right from the start
- To take ownership for driving your own achievements and development
- Total immersion in our day-to-day tasks and our clients' interests
- Embracing our company culture and work ethic
- To be a quick learner, understanding how our business works and the services we provide
- Add value to our processes and procedures
- Build business and professional relationships as appropriate
- Become an effective member of the team and an ambassador for our company



Jessica
Collections Manager

"I think that Hilton-Baird is a well-established industry name and there are so many knowledgeable people within the business that bring rich and varied expertise. Everybody's got a friendly smile and a story to tell - we've got a really good relationship across the team that we nurture, even if we're working remotely. There have been so many achievements, from small day-to-day wins to larger successes, and it's really satisfying to feed that back to the team when they've done a good job."

Chloe
Senior Collections Advisor

"Over the years, I've had the opportunity to take on more complex challenges with harder cases. I really like this as no day is the same, the clients we work for are varied and I get to deal with a wide variety of sectors. I really enjoy the balance between working really hard, but also having the support from management and the team. Not all companies have such a strong and supportive team to back them up."

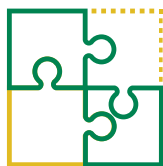


Jess
Collections Advisor

"Hilton-Baird is such a lovely company to work for. It's not a massive company, which means that people don't feel like just a number in a seat. The managers get to know you as a person and will identify your strengths and empower you to use them. I love that my working day is structured, but also that there are so many varied tasks which pop up and mean no one day is the same. There's so much opportunity to spice up your day."



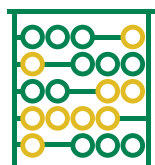
Why choose Hilton-Baird?



We invest and take great interest in our employees' personal development



Our office is in Southampton's city centre, but our roles offer the flexibility of hybrid working



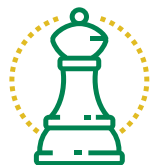
We offer a competitive salary and discretionary profit and performance-related bonuses



Benefits package, including private medical cover and life assurance after 12 months' service



96% of our clients tell us they would recommend our services to others



Be part of a company that makes a real difference to small businesses

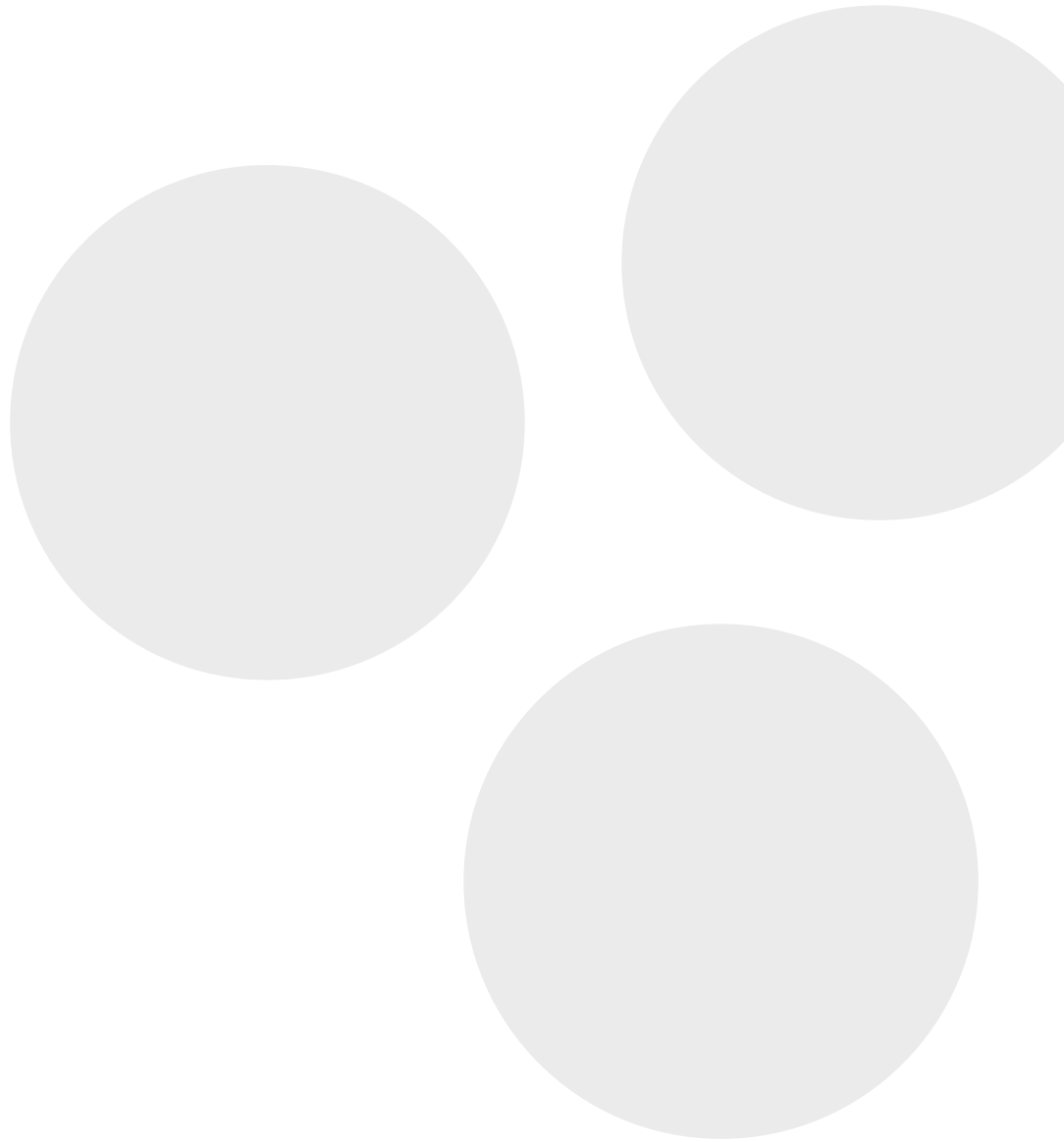


Enjoy working from our modern offices - with breakfast supplied every day!

Get social

We also give our employees the opportunity to take part in regular social and charity fundraising activities, both in and outside of work hours:





Hilton-Baird
Group

