

GFIE- 433- Field Collections Team - Debt Collector - (Multiple Locations)

Closing Date: 4th June 2025

This role at HM Revenue and Customs is available to people who served in the Armed Forces, **OR** be in your resettlement period and due to leave the Armed Forces within a reasonable time frame **OR Military Spouse/Partner:** Your current partner must still be serving **OR** was discharged within the last 12 months.

We want you to join us, learn new skills and bring your experience to our organisation. We believe that everyone has the potential to make a difference, and we want to ensure that all our staff are equipped with the knowledge and skills to do so. As part of your employment, you will have access to a range of learning and development, and a buddy who can help you to understand the Civil Service and enable you to make the most of the opportunities it offers.

Discover a career in your hands at HMRC. Whether you're seeking purpose, growth, or a workplace that gives you a true sense of belonging, hear from some of our employees as they share their story about what it's really like to work at HMRC.

Visit our [YouTube](#) channel to watch the full series and come and discover your potential.

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| Organisation | HM Revenue and Customs |
| Job Title | Field Collections Team - Debt Collector |
| Job Grade | Executive Officer (EO) |
| Positions available | 30 in England, Wales (Bilingual required), Scotland and Northern Ireland |
| Salary | National - £29475 and London - £34093 |
| Location | <p>National Perthshire, Darlington, Barrow, Lancaster, Blackpool, Carlisle, Cumbria, Manchester, Oldham, Aberdeen, Inverness, Northern Ireland, Rotherham, Barnsley, Wigan, Warrington, Liverpool, Hereford, Crewe, Chester, Stockport, Sheffield, Wakefield, Wolverhampton, Chelmsford, Colchester, Peterborough, Luton, Doncaster, Southend on Sea, Salisbury, Exeter, Plymouth, Truro, Southampton and Brighton.</p> <p>In Wales – Llandudno, Wrexham.</p> <p>London Dartford, Enfield, North London, Kingstone upon Thames, Sutton, Harrow, Romford.</p> <p>Due to the nature of the role you may not qualify for London Pay as successful candidates may be attached to Teams who do not cover London Pay areas.</p> <p>As the Field Collections Team is a national team covering all of the UK, Regional Centres do not determine where we need to recruit but geographical locations.</p> |

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| | Working within local areas near you as well as potentially working further afield to cover different geographical locations based on operational requirements. |
| Contract Length | 2-year temporary fixed term appointment (TFTA) |
| Hours | <p>Monday to Friday, 9am to 5pm Flexible working, Full-time, Job share and Part-time</p> <p>HMRC operates both Flexible and Hybrid Working policies, allowing you to balance your work and personal commitments. We welcome applications from those who need to work a more flexible arrangement and will agree to requests where possible, considering our operational and customer service needs.</p> |
| About the job | |
| <p>As a Debt Collections Officer, you will demonstrate a specific skill set that enables you to:</p> <ul style="list-style-type: none"> •Methodically plan and manage your diary for weekly visit activity. •Make effective decisions to resolve cases, this will include: - <ul style="list-style-type: none"> • Questioning customers to determine their financial and assets position when looking to secure payment. • Analyse systems to make informed decisions. • Deciding when to commence Enforcement activity. <p>So, if you like meeting different people and enjoy travelling whilst possessing strong interpersonal skills, are driven, adaptable, hardworking and would enjoy working for a team that constantly evolves and innovates, this is the job for you.</p> <p>Read on!</p> <ul style="list-style-type: none"> • This is an exciting time to join a modern digital Field Collections Team which is part of HMRC Debt Management whose core purpose is to collect money to fund UK public services. Field Collections are responsible for pursuit and collection of overdue Taxes. • You will interact with people from all walks of life including, Company Directors, Sole Proprietors and Partnerships to secure HMRC debts. Recording their assets under the Taking Control of Goods legislation in England, Levy Distraint in Northern Ireland and warning of legal proceedings under Summary Warrant in Scotland. • Travelling solo to various external customer premises, engaging with customers whilst gathering information to make well balanced decisions. We will support your development in this role with a full in- depth 6-week training course which is provided with ongoing 121 peer support. • You will have a full mobile kit including a Laptop, Card Payment machine, Mobile Phone, and Thermal Printer to enable you to carry out your role on the road. You will also be provided with a lone worker Health & Safety device. <p>As this is a remote and mobile role, you will be eligible to apply for your own company Car from one of our flexible schemes.</p> | |

Person specification

As an influential Officer of the Debt Collections Team, you will need to be organised, driven, manage your own time effectively and communicate successfully. At times you will also be an empathic Civil Servant whilst at other times you will need to be an authoritative, assured and confident Debt Collection Officer. Under challenging circumstances, you will operate fairly in your dealings with members of the public as well as other external / internal stakeholders.

- Be part of a large and extremely engaged nationwide team who are inclusive, flexible, adaptable and creative in solving problems and dealing with change.
- Whilst on the road you will be an ambassador for HMRC. You will take customer service, etiquette and fairness seriously and demonstrate it professionally. You will be a self-motivated person, always looking to develop your expertise.
- Using your new or updated learned library of knowledge to remind customers of the laws, acts and legislations such as the Taking Control of Goods in England, Levy Distraint in Northern Ireland and Summary Warrant Actions in Scotland.
- Fully using available digital platforms, thinking in an objective and analytical manner with an inquisitive and open mind. Using good judgement to make decisions to enable you to progress each case and deal with associated queries.
- Field Collections operates flexibly to improve contact with the customer and 90% of the working day is spent “on the road” calling at premises unannounced. Sometimes an overnight stay in a hotel may be required for which expenses will be covered.

Essential Criteria:

Strong planning and organisational skills to deliver consistently high outputs in a fast-paced environment.

- Showing flexibility and delivering a great customer experience with internal and external exposure across many levels of seniority.
- Being adaptable and capable of operating in dynamic, fast-paced environments. Comfortable working within tight deadlines and under pressure.
- Demonstrate excellent interpersonal skills with a proven ability to influence and engage others effectively.
- Skilled in gathering and analysing data to make sound, evidence based-decisions, even when they are unpopular.
- Highly observant, ensuring all relevant information is considered.
- Make effective decisions to deliver positive outcomes.

- Hold a Full UK Driving Licence.

Licences

You must hold a full UK Driving Licence.

To find out more about HMRC [benefits](#) and find out what it's really like to work for HMRC [hear from our insiders](#) or visit [Thinking of joining the Civil Service](#)

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| Application Details | <p>To apply we will need:</p> <ul style="list-style-type: none"> • A completed Expression of Interest form • A copy of your CV <p>This should be sent via e-mail to GFIE@cabinetoffice.gov.uk</p> |
| Requirements and Timeline | <p>Informal conversations with candidates are expected to take place in June and it is hoped that successful candidates start in July following successful security checks.</p> |