



REDWOOD
COLLECTIONS

Your journey
begins here

Working at Redwood Collections

A specialist and dedicated debt collection agency.
Authorised and regulated by the Financial Conduct Authority.

An aerial photograph of a rowing team in a scull on a body of blue water. The team consists of several rowers, with two in the foreground wearing bright pink shirts. The scull is a long, narrow boat with a pointed prow. The water is a deep blue with visible ripples and reflections. The overall scene conveys a sense of teamwork and coordinated effort.

The power of a talented team pulling in the same direction.

“

“I have learned what working in a team really is, and what it means to join a great business that helps support me every day.”

————— Jack McLeod, Sales Executive

An aerial photograph of two rowers in a scull on a body of blue water. The rowers are wearing pink shirts and are captured in the middle of a stroke, with their oars dipping into the water. The water is a deep, vibrant blue, and the scull's metal frame is visible. The overall scene is dynamic and energetic.

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WELCOME

I believe that our greatest asset is our people.

We pride ourselves on creating a supportive culture that allows our employees to thrive both personally and professionally.

As the proud leader of this company, I am committed to providing the best possible environment for my team to succeed and grow, and I am delighted to invite you to be a part of it.

We are a dynamic and fast-growing company that is constantly pushing the boundaries of what is possible in debt collection.

Our industry-leading services are changing the landscape of financial services, and we are looking for talented and ambitious individuals who want to be a part of that change.

I believe that by investing in our people, we are investing in the future of our company. We offer a wide range of training and development programs, including mentorship, on-the-job training, and leadership development.

Our goal is to help you achieve your full potential and grow within our company. I am confident that you will find a supportive and inspiring environment where you can grow, learn, and make a real difference.

Best wishes,

STUART NORTH
MANAGING DIRECTOR

REDWOOD
COLLECTIONS



REACH YOUR
POTENTIAL



Our Human Resources team

HERE TO SUPPORT YOU

We understand the importance of a smooth onboarding experience. That's why new staff members will have regular care meetings during their first few months, ensuring a supportive and welcoming transition into our team.



GEORGIA MATTHEWS
HEAD OF HR

Georgia is a true people person, with more than ten years' experience in helping people develop.



PIPPA SCARBOROUGH
HR ADMINISTRATOR

An energetic & committed HR professional, with a proven track record in recruitment and new staff onboarding.

Why work here?

Our company has a fantastic culture and team spirit that fosters personal and professional growth. We regularly arrange social events, team lunches, and evenings out to help our team members bond and have fun. **We've been on great company trips to cities across Europe.** We build memories together. We strive to meet monthly targets as a team and reward both team and individual excellence through monthly bonuses. **At the end of each year, we hold an annual awards ceremony to celebrate the collective successes of the team and recognise outstanding performance.** If you're looking for a workplace that values teamwork, energy, personal growth, and recognises individual achievements, we encourage you to consider joining our team. **Our company believes that by supporting each other and enjoying the journey, we can achieve great things together.**

A team from Redwood Collections successfully completed the **National Three Peaks Challenge**, raising more than £10,000 for a very worthy children's charity.

MAY 2023



The background of the slide features a silhouette of a person standing on a cliff edge with their arms raised in a gesture of triumph or celebration. The scene is set against a sunset sky, with the sun low on the horizon, creating a gradient from dark blue at the top to a warm orange glow near the horizon. The overall mood is one of achievement and optimism.

VISION STATEMENT

Redwood will be the first name in UK debt collection, with an incomparable reputation for making our clients' lives easier through hard work, expertise and total dedication to service. Our people are respectful, passionate and determined to deliver continued success day after day.

Training

We believe that initial training and ongoing development are essential for our employees to thrive and achieve their career goals. We are committed to providing our staff with the necessary tools, resources and support to excel in their roles.

1. INDUCTION

Your warm welcome

Kick off your exciting journey with our initial welcome sessions during your first couple of weeks. Connect with your new colleagues, get introduced to your team, and set up all the necessary tech tools to ensure a smooth start. Our friendly and supportive environment will make you feel right at home from day one.

2. MENTORING

Learn from the best

Grow your skills under the guidance of experienced professionals, who will be by your side to provide constant support and encouragement. Through our mentorship program, you'll have the unique opportunity to work closely with seasoned team members and learn the ins and outs of your job.



3. FOCUSED TRAINING

Enhance your expertise

During the first few months of your journey, participate in our carefully crafted role-specific training modules. These sessions will equip you with the practical skills and knowledge you need to excel in your role. Periodic refresher courses will ensure that your skills remain sharp and up-to-date as you progress in your career.

4. CAREER MAPPING

Achieve your goals

Once fully trained, you'll enter a periodic cycle of performance reviews designed to identify areas for further growth and development. With our commitment to your success, we'll help you set your sights on senior positions and prepare you to take the next step in your career.

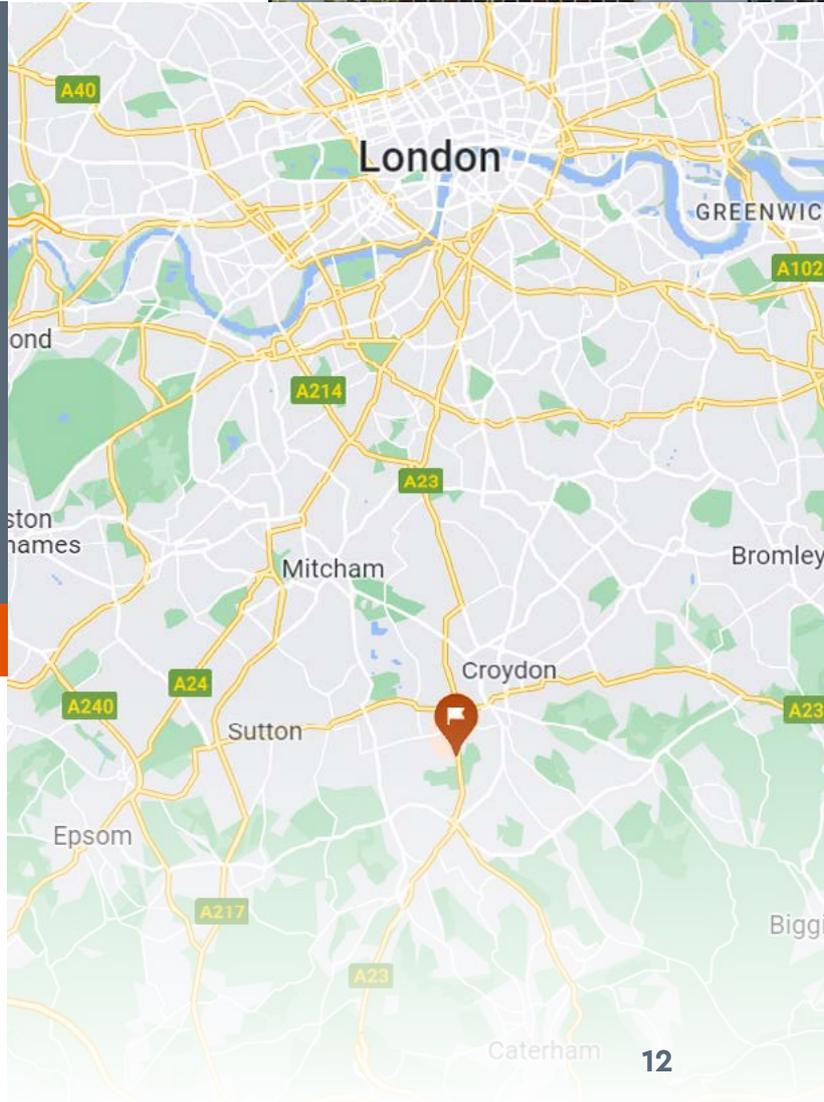
Historic building Traditional values **Modern thinking**



AIRPORT HOUSE – CROYDON

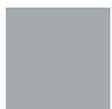
Airport House is a landmark building, originally built as the terminal for Croydon Airport.

It has now been transformed into a modern office space that meets the needs of today's businesses.





Redwood Collections **in numbers**



65
current employees



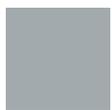
2009
founded



£120m+
collected to date



1,000+
outbound calls daily



4.2*
Google Review score



£2.5m+
collections per month



20%
annual growth rate



5,000
square feet office

Getting here

Excellent transport links

Getting to our office is easy, however you prefer to get here.



FREE CAR PARKING WITH EV CHARGING

Our office building provides abundant free parking for all tenants, and Tesla has installed a Supercharger on site, providing convenient on-site electric vehicle charging.



TRAINS AND TRAMS

We have two convenient stations nearby, Waddon and Purley. On different lines, they offer ready access from various places in London, Kent and Surrey. Croydon also has excellent connecting tram services.



BUSES

Our building has its own bus stop, serviced by the TFL buses 119 and 289. They offer easy access to Purley and East Croydon, leading to London Bridge in 9–12 minutes.



Promoting a
POSITIVE WORKING
ENVIRONMENT

Investing in
THE BEST TECHNOLOGY
FOR OUR EMPLOYEES

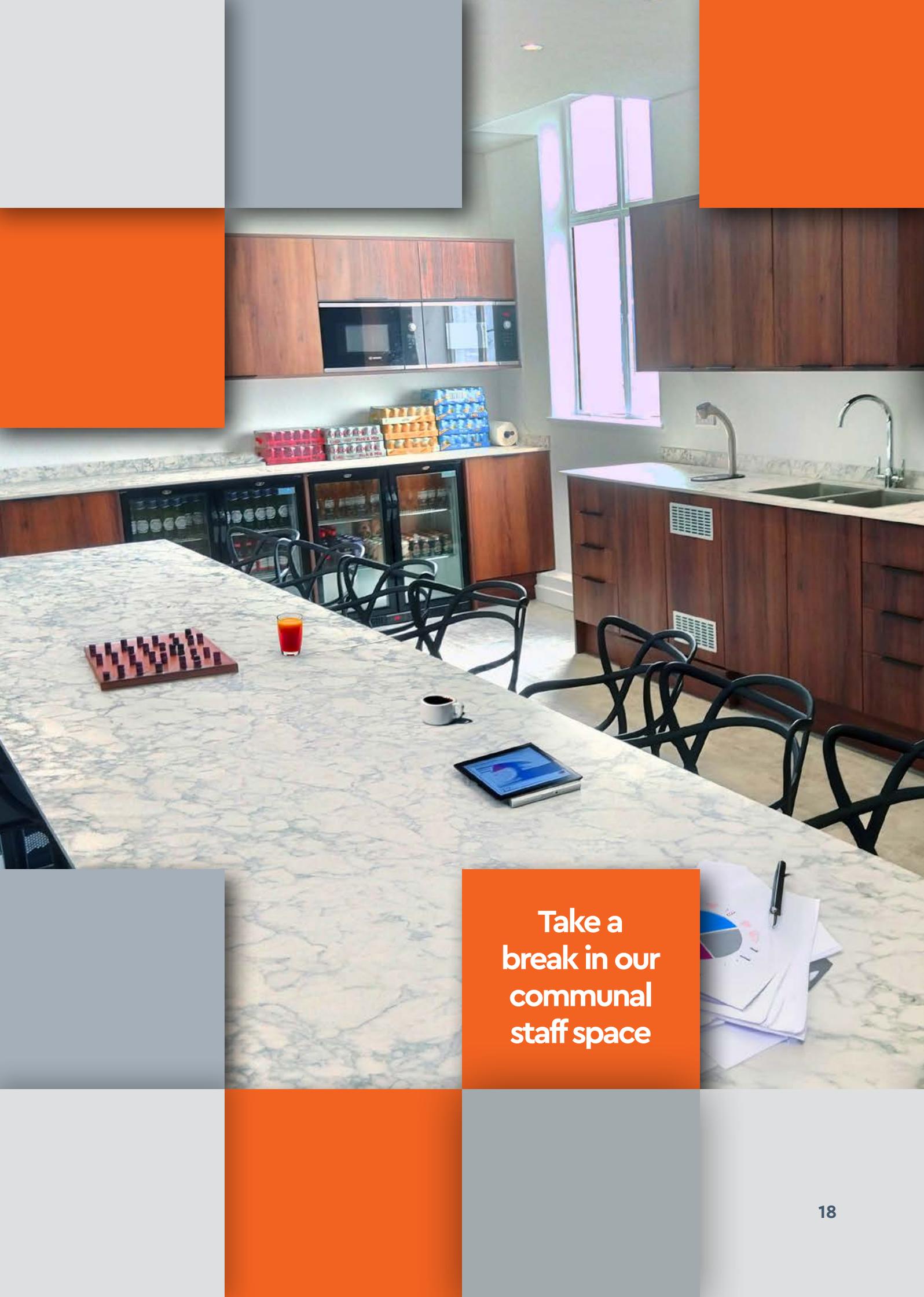
Guiding our staff
ALONG CAREER PATHS
& DEVELOPING THEIR SKILLS

Rewarding achievement
BY RECOGNISING EXCEPTIONAL
CONTRIBUTIONS IN ALL TEAMS

Taking responsibility
FOR THE ENVIRONMENT AND
COMMUNITY WE WORK IN

REDWOOD ELECTRO OPTIC ZS

REDWOOD
COLLECTIONS



Take a
break in our
communal
staff space



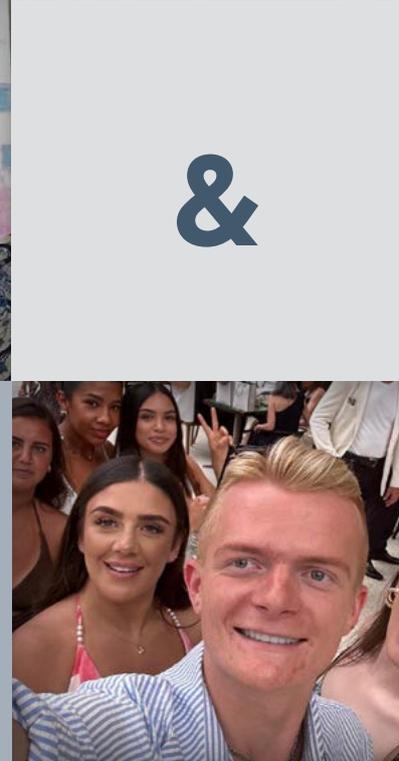
Good



times



good



friends



SCOTT'S STORY



“

"After a year of hard work and dedication, I was thrilled to be promoted to the position of Senior Account Manager."

Hi I'm Scott.

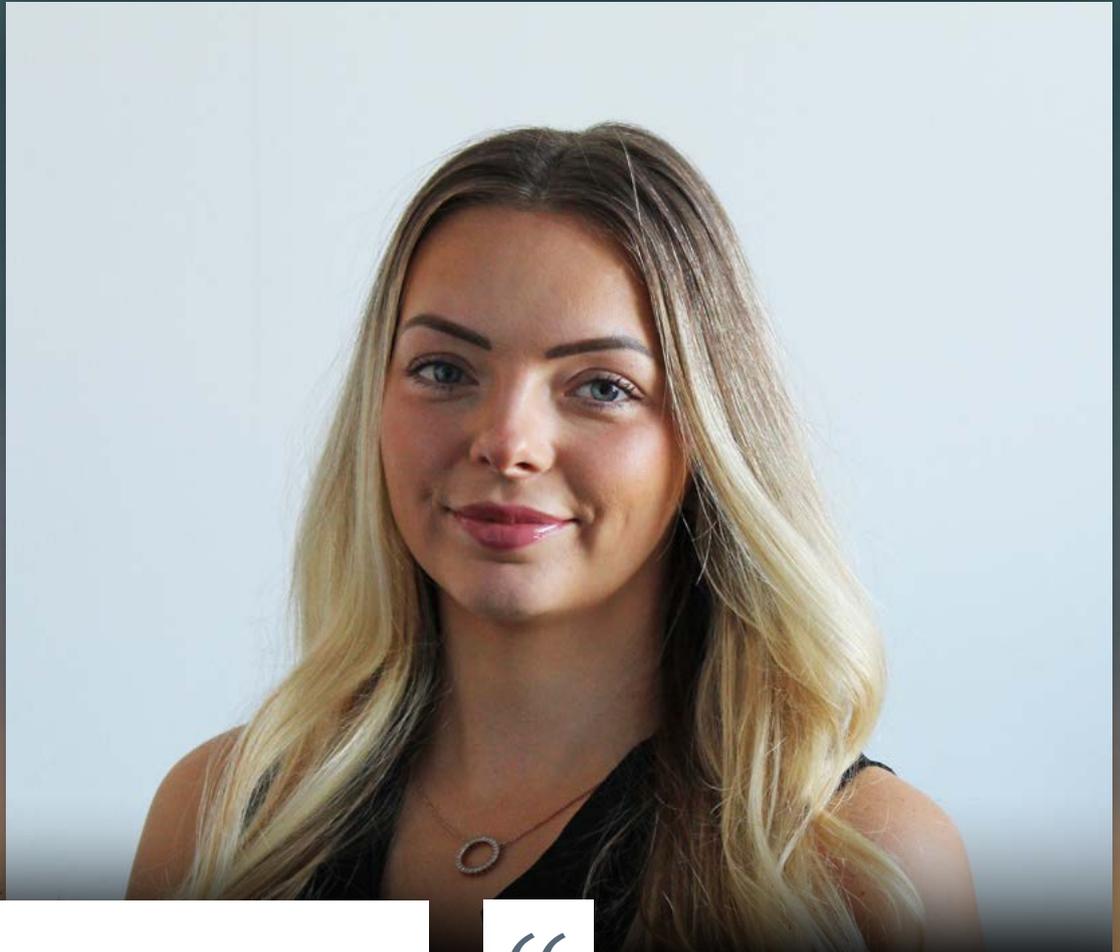
I began my career journey at Redwood as a trainee Account Manager, where I learned all about the company's many services, policies and processes.

Growing in confidence and knowledge, I was trusted with my own diary of clients to look after. I never looked back!

After a year of hard work and dedication, I was thrilled to be promoted to the position of Senior Account Manager.

The office environment at Redwood is filled with fun and energetic individuals who make coming to work a genuine pleasure, and the daily targets and collaborative team ethos keep me motivated to perform at my best.

CHARLOTTE'S STORY



Hey I'm Charlotte.

I have had the pleasure of working at Redwood for more than 11 years, operating in various sales roles.

Redwood has been so supportive in helping me achieve both my professional and personal goals in life.

The company's culture of innovation, excellence, and teamwork has provided me with endless opportunities for growth and advancement.

Over the years, I have made lifelong memories, and many of my colleagues have become close friends.

I am excited for the future ahead.

“

“I have made lifelong memories, and many of my colleagues have become close friends.”

WALK YOUR OWN PATH

Our company structure is constantly growing and evolving, presenting new opportunities and career paths. Many of our staff have worked in two or more departments, moving as they grow.

Sales

- SENIOR SALES EXECUTIVES
- SALES EXECUTIVES
- BUSINESS DEVELOPMENT EXECUTIVES

Collections

- ACCOUNT MANAGERS
- SENIOR ACCOUNT MANAGERS
- COLLECTIONS AGENTS

Enforcement

- ADMINISTRATORS
- SENIOR ADMINISTRATORS
- ACCOUNT EXECUTIVES
- SENIOR ACCOUNT EXECUTIVES

HR

- HR ADMINISTRATORS

Operations

- ADMINISTRATIVE ASSISTANT
- QUALITY CONTROL EXECUTIVES

Marketing

- DIGITAL MARKETING EXECUTIVES

Finance

- FINANCE ASSISTANTS
- CREDIT CONTROLLERS

Interested?

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