



**Job Title:** Litigation Customer Consultant  
**Department:** Customer Operations  
**Location:** Worthing

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Are you customer focused, engaging and want to make a difference? If so, an exciting opportunity has arisen to join our fantastic team as a Litigation Customer Consultant.

The starting salary is £19,200k with the opportunity to earn an extra 35% of your salary through our variable pay scheme - OTE £23k. You will be entitled to loads of great benefits, such as gym subsidy, healthcare cash back plan, travel insurance, pension, starting at 22 days holiday, on site wellbeing and health activities plus much, much more.

We pride ourselves on our fair and ethical approach and helping each and every customer on their road to financial recovery, so if you are a customer focused individual, who enjoys talking to people and would like to make a real difference to the customers you interact with, then this could be the role for you.

The role is 100% telephone based in an exciting and vibrant call centre environment, and involves handling a mixture of in and outbound calls on a daily basis. You will work on a rotating shift pattern between the hours of 8.00am to 8.00pm and be required to work one Saturday in four.

We are an Employer of Choice, an IIP Gold accredited organisation and we offer a comprehensive training period with lots of opportunities to develop your knowledge, skills and experience. We are also keen on promoting internal talent so this could be the first step on your road to a successful career in Financial Services.

We are looking for people with exceptional verbal communication skills, excellent customer focus, motivation and drive with a professional attitude.

If this sounds like you and if you would like to join our team, we would love to hear from you. Please send us a copy of your CV and we will be in contact.

**Disclaimer** -The above statements are intended to describe the general nature and level of work being performed by people assigned to this role. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed to meet the ongoing needs of the organisation.