



Job Title: Customer Support Consultant – Sensitive Support Team

Department: Customer Operations

Location: Kings Hill

Are you an empathetic individual with experience of dealing with vulnerable people? Would you like to work for a company with an Investors in People Gold accreditation? If so, read on, as an exciting opportunity has arisen to join our Sensitive Support department as a Customer Support Consultant.

We are offering a competitive starting salary of £17,250 and you will be entitled to loads of great benefits and performance related bonuses.

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 based in an exciting and vibrant environment. Working pattern will be a 37.5 hour week between 8:00-5:30 on a rotating basis.

We are looking for people with excellent written and verbal communication skills, excellent customer focus, empathy and strong computer skills, and a professional attitude. You will have worked in a customer service or administrative role in the past, and comprehensive training will be provided, along with 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.

If this sounds like you and if you would like to join our rapidly expanding company that offers excellent career opportunities, then we would love to hear from you!

****At Cabot we are highly regulated by our clients, as such, any successful candidates will have to undergo a basic credit check and criminal background check. Please note that we are unable to proceed to interview stage if a CCJ, IVA or Bankruptcy appears on a credit file.**

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.