

At Cabot, we pride ourselves on being the best at what we do and we recognise that it's the people that make the difference to any organisation. So, are you ready for a new challenge?! As we are on the lookout for a Sensitive Support Consultant to join our Sensitive Support team in our dynamic Kent office.

**Not heard of us? Here's our story:**

Cabot Credit Management (CCM) is a market leader in credit management services including debt purchasing, contingency collections, business process outsourcing and litigation. We are an award winning, Investors in People Gold accredited organisation and we are passionate about the ethical treatment of our customers and employees.

**Things you should know:**

The role is based in an exciting and vibrant call centre environment. The working pattern will be a 37.5 hour week between 8:00-5:30 on a rotating basis.

You would be interacting with our customers that may require some additional support during their journey with us. Some may be dealing with health conditions or may have suffered a bereavement.

We are looking for people with excellent written and verbal communication skills, excellent customer focus, empathy, 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.

**The fun facts:**

Not only are we offering a competitive salary of £18,500 - £19,200 DOE and a fantastic bonus scheme, you will also be entitled to loads of great benefits such as gym membership subsidy, discount and cash back on hundreds of high-street shops, healthcare cash back plan, travel insurance, pension, 22 days holiday, on site massage and health checks plus much, much more.

**Things we need from you:**

**Formal Education & Certification**

- GCSE level C/4 in English & Maths

**Knowledge & Experience**

- Excellent communication skills (both written and verbal)
- The ability to work with people at all levels.
- Excellent organisation and time management skills.
- Ability to handle a varying and demanding workload.
- Ability to meet tight time deadlines whilst retaining accuracy.

- Able to make sound judgments to ensure the desired outcome for both the Company and customer.
- Customer service orientation and committed to providing 'Best in Class' customer service delivery.
- Demonstrate commitment to supporting fellow team members and to delivering team objectives.
- Be able to demonstrate an adaptable and flexible approach to your work and that of the team.
- Good negotiations skills.
- Display professional attitude and behaviours at all times.
- Excellent level of computer literacy. Knowledge of the relevant legislation and guidance in relation to customer care.

### **What happens next?**

If this sounds like you and if you would like to join our rapidly expanding company that offers excellent career progression, then we would love to hear from you! We are looking for people to interview now and join us in September and October

**Diversity and inclusion** are very important to us at Cabot and we value a multitude of diverse talent within our business. We want everyone to be themselves at work and encourage a culture that includes everyone. Our policies ensure that every candidate and employee are treated fairly and with equal opportunities.

*\*\*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*