



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 Senior CRM Manager to join our Analytics department.

We have offices throughout the UK in London, Kent, Worthing, Hull, Glasgow, Saltcoats, Telford, Shrewsbury and Bolton – we are happy for this role to be based at any of our offices and it will be part home based and part office based in line with our hybrid working model.

Not heard of us? Here's our story:

Cabot Credit Management is a market leader in credit management services. 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 Senior CRM Manager is responsible for the continuous refinement of multi-channel consumer journeys and will lead on the development of aligned customer journey programs, roadmaps and consumer relationship strategies at all levels.

Some of the key responsibilities include:

- Deliver CRM projects and work with others in the team to deliver larger projects as required.
- Support delivery of collection targets through identification of initiatives to optimise customer management specific strategies on a continual basis
- Support the advancement of the customer management strategy through delivery of customer journey analysis, interpretation of customer segmentation data, propensity identification and customer strategy activity
- Manage a team of four, covering customer content and customer journey creation.
- Work with areas of the business to identify opportunities for increasing value through the application of analytical techniques.
- Work with operational managers to test the effectiveness of existing and new business strategies and synthesise the results with other knowledge to recommend new strategies and plans.
- Present and discuss results with senior management

We are looking for someone with:

- Numerical degree with strong statistical content
- Experience of working as a CRM or Marketing Analyst
- Experience of manipulating and interpreting customer information

- Experience managing a team of Content Creators and Customer Journey Analysts
- Working knowledge of programming in Python or SQL is preferred

What can we offer you?

Not only are we offering a competitive salary of £55-65k depending on experience and a fantastic bonus scheme, you will also be entitled to loads of great benefits such as 25 days holiday plus all bank holidays, discount and cash back on hundreds of high-street shops, private health insurance, healthcare cash back plan, travel insurance, pension, flexible hybrid working plus much, much more.

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!

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, or if you do not have full right to work in the UK – we are unfortunately unable to offer sponsorship.*

