



## **New year, New career!**

Do you enjoy making a difference? Are you enthusiastic when it comes to solving problems? Do you enjoy speaking to people from all walks of life? If this sounds like you, then we'd love to hear from you!

We recruit people from various backgrounds and levels of experience. We are really keen to work with people who have a desire to do their best, show they care and provide the best service to our customers.

## **What you'll be doing...**

- Talking to and helping people from all walks of life who find themselves in financial difficulty
- Asking questions and listening to work with customers to understand their situation
- Make informed decisions collaboratively with customers to provide appropriate solutions
- Creating appropriate repayment plans that help a customer's financial recovery
- Providing support and guidance to customers on incoming and outgoing telephone calls
- Updating our systems with everything you've done to resolve the situation

## **What are the skills you need?**

- The ability to listen and make good decisions
- You must be comfortable with speaking on the phone. Ultimately, that is what the job is, so that's important
- Be good at asking questions and act upon the answers
- Good numeracy and literacy skills to help explain different options to customers
- Culture is important, so being caring, honest, inclusive, and wanting to work with others is key
- The desire to improve by listening to and providing feedback
- The ability to work independently and contribute to your team. We will provide clear targets which help you understand how you are doing, and your manager will talk to you about your progress regularly, so that you feel supported.

## What can you expect from us?

A competitive starting salary of **£21,481 - £26,068 DOE** per year, plus a fantastic monthly bonus where you could earn around an additional £3000 per year!

- A great holiday allowance! We provide 31 days holiday including all bank holidays
- Chances to top up your monthly income with overtime
- Discount and cash back at hundreds of high-street shops
- Optional private healthcare plan (BUPA)
- Monthly incentives and ad-hoc rewards
- **Hybrid working!** Once you are up to speed and working well on your own, we have the chance to blend your work between office and home for better work life balance.
- Comprehensive Training to ensure we fully prepare you for the role
- Cycle to work scheme
- You'll spend the first 5 weeks in office for training Monday-Friday between 8:30-4:30. Once you're ready to go, you'll move onto our weekly shift patterns to ensure we're there to support our customers when they need us. We're open Monday-Friday between 8am-8pm and you'll work every other Saturdays 9am-1pm and offer various patterns up to 40 hours per week

## What happens next?

Once you've submitted your application, we'll take a look at it and be in touch. We are looking for people to interview asap and join us in the new year!

***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.*

