



At Cabot, we've helped over 1 million customers take the first step towards financial recovery and we're on a mission to help even more.

As our customer numbers continue to grow, so does our need to hire fantastic people to help them. Our customer service team members are our greatest asset – representing Cabot to the people that rely on us to help them manage their accounts with us.

We're told one of the best things about working here is the ability to achieve a lot in a short space of time and the great career progression opportunities.

Digital Customer Consultants are responsible for managing all types of digital correspondence including email, live chat, and web customer service queries. They will also be responsible for any inbound/outbound calls dealing with our Customers in financial difficulties.

This is a multi-faceted role in a call centre environment.

What you'll be doing

- Communicating with and helping people from all walks of life
- Providing exceptional customer service via telephone, both inbound and outbound calls, email, webchat and SMS
- Identifying the customer's situation to agree a solution, whilst guaranteeing the right outcome for the customer and Cabot
- Creating appropriate payment plans to help customers towards financial recovery
- Ensuring customers' records are accurately maintained and up to date on our system

You should apply if you:

- Have a passion for providing excellent customer service and helping people towards financial recovery
- Are comfortable speaking on the phone
- Are great at listening and explaining things to people
- Have good numeracy and literacy skills with the ability to understand different options available to customers
- Are comfortable working in a changing environment – we are always thriving to improve!
- Are friendly, organised and a great team player

You'll spend the first 5 weeks in office for training Mon-Fri between 8:30-4:30. Once you're ready to go you'll move into our weekly shift patterns to ensure we're there to support our customers when they need us. We're open Mon-Fri between 8am-8pm and you'll work every other Saturdays 9am-1pm and offer various patterns up to 40 hours per week

Please note that you need to be over 18 and we are unfortunately unable to accommodate any holiday during the first 6 weeks training period.

The fun facts

Our Digital Customer Consultants play the most important part in accomplishing our mission which is to deliver pathways to economic freedom for our customers. We recognise that it's their amazing efforts, hard work and dedication that sets us apart from the rest, so we offer a highly competitive salary and benefits package, including:

- A competitive starting salary of **£21,118-£24,720 DOE** plus a fantastic monthly bonus where you could earn an additional £200-400 per month.
- Bi-annual salary reviews
- An enhanced holiday allowance – 30 days holiday including all bank holidays and the opportunity to take an additional 5 days unpaid holiday each year
- Lots of opportunities to top up your monthly income with overtime
- Discount and cash back on hundreds of high-street shops
- Insurance - healthcare cash back plan, travel insurance, life assurance
- Lots of great monthly incentives where you can win a range of prizes including amazon vouchers and early finishes!
- 2 paid volunteering days each year – these are great fun!
- Hybrid working! Once our new starters are competent in their role, we operate a hybrid working business, offering employees the ability to blend between office and home working for better work life balance but we won't compromise on support whether you are in or out of the office and this will be available as and when you need it

Next steps:

If this sounds like you and you have got what it takes, come and join our rapidly expanding company! We are looking for people to interview with us ASAP!

***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.*

