



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 highly organised and talented individual to join our External Services department in our Worthing office in an exciting role that will be the interface of the business's internal and external customers & third-party providers.

**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. Our mission is to create pathways to economic freedom and our vision is to make credit accessible by partnering with our consumers to restore their financial health.

**Things you should know:**

You will be liaising with a variety of our high-end clients such as well-established banks and utility providers as well as internal departments and our team of Solicitors.

Some key responsibilities include: -

- Maintain day to day relationships with external third parties, clients and internal departments.
- Process incoming data feeds, reports and requests for additional information.
- Ensure all tasks are completed within the agreed Service Levels.
- Analyse and reconcile account data on a regular basis.
- Answering telephone calls and respond to emails within SLA.
- Provide assistance on projects where required

When you join us, you will work Monday - Friday 8.00am-4.30pm with a 1-hour lunch break

**What we need from you:**

We are looking for people with experience in:

- Working in a busy, fast paced administrative role in a process driven office environment
- Communicating effectively with customers and stakeholders via phone, email and letter
- MS Office applications such as Word and Excel
- Working to demanding targets, KPIs and deadlines with minimal supervision whilst remaining self-motivated and driven with a "can-do" attitude
- Maintaining high levels of accuracy, and being able to use your initiative and prioritise tasks

**The fun facts:**

Our External Services Consultants play a huge 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 with 6 monthly salary reviews and a fantastic quarterly bonus.
- An enhanced holiday allowance – 30 days holiday including all bank holidays and the opportunity to take an additional 5 days unpaid holiday each year
- Discount and cash back on hundreds of high-street shops
- Insurance - healthcare cash back plan, travel insurance, life assurance
- 1 paid volunteering day per year

***Please note you must be able to attend the office in line with the company needs and therefore must be within a commutable distance to Worthing.***

**Next steps:**

If this sounds like you and you've got what it takes, come and join our rapidly expanding company! We are looking for people to attend video interviews asap to start with us in the near future!

**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.*

Job Types: Full-time, Permanent

Salary Starting: £19,278 per year

