



Mortimer Clarke is an award-winning company and a part of the Cabot Credit Management group. As a group, 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 MCS 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.

What you'll be doing

- Handling **inbound** and **outbound calls**
- Providing **exceptional customer service** via telephone
- Tailoring affordable repayment plans to help our **customers on the road to financial recovery**

You don't need previous call centre experience as full training is provided, but you must be comfortable speaking on the phone and some customer service experience is desirable. What's most important is that you have a strong work ethic, you are self-motivated and driven, you are customer focussed and you have a desire & willingness to learn.

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 1 in 3 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.

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

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The fun facts

We recognise that it's our customer facing colleague's amazing efforts, hard work and dedication that sets us apart from the rest, so we offer an excellent salary and benefits package, including:

- A competitive starting salary range of £21,151 to £21,912 depending on experience with an opportunity to increase to £24,970 over time.
- You will receive performance related bonuses, typically £308 to £387 per month which also increases in line with base salary. The bonus value is average seen monthly but can be a lot more.
- 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!
- A paid volunteering day 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.*

