



Are you looking for an opportunity to continue to work towards a **qualification** whilst gaining experience at the same time? We are on the lookout for committed and determined **Apprentice Customer Consultants** to join our vibrant call centre in our Kings Hill office in Kent in April 2022! There has never been a better time to join Cabot as we expand our already thriving Customer Operations department. Plus, this is an opportunity to join an award winning, innovative business!

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
- Gaining knowledge and developing your skills whilst being supported in achieving your **Customer Service qualification**

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 Saturday 9am-1pm. We 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:

We recognise that it's our call centre staff's **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 highly competitive starting salary of **£21,481 plus a fantastic monthly bonus where you could earn around an additional £3000 per year!**
- Our commitment to helping you achieve your **customer service level 2 qualification**
- 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.*

