



## **Customer Data Administration Manager**

### **About Lantern**

We are a market leader in purchasing and recovering debt in a fair and compliant way. Our expertise in supporting vulnerable customers has contributed to our success and considerable growth over recent years. Our customers know and trust us, and because of this, we are recognised as a safe pair of hands within our sector. We are very proud to have been chosen to receive several industry recognised awards, including Investor in Customers **Gold** accreditation.

With significant investment, we are continuing our journey and as such, creating exciting and newly created opportunities for talented people to join our team. If you'd like to know more about us please visit our website.

### **About the role**

The Customer Data Manager will provide critical and integral support to the business with administration and management oversight for; data handling, related MI, and operational communications on collections campaigns and in/outbound telephony system data capture.

Key aspects of the Customer Data Administration Manager role will be:

- Managing the data administration system and providing relevant, accurate and timely MI to key stakeholders across the business.
- Managing a team of data administrators ensuring they are fully developed, trained and motivated to fulfil team objectives, accurately and on time.
- Implementing continuous improvement initiatives through streamlining and automating the company's data structure, systems, and processes.
- Accountable for data integrity in external exchange sources and export/import processes within the customer data system (ORCA).
- Responsibility for on-boarding new portfolios to the customer data system.

### **Who we are looking for?**

- You will ideally have previous experience in managing data and administration processes, ideally with oversight for importing and exporting data from/into a CRM system.
- You will have strong team management skills.
- You will be a self-starter, managing your day and the tasks of your team with minimum supervision.
- You will be commercially minded and have demonstrable experience of "seeing the bigger picture"
- You will have a "sleeves rolled up" attitude to work and supporting your colleagues.



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- You will have a keen focus on attention to detail and ensure that outputs are right first time.
- You will have exceptional organizational skills with a methodical approach to tasks and projects.
- You will likely have come from financial services background and have an understanding of the FCA regulatory framework and consumer credit sector.
- You will ideally have experience within the debt purchase sector, although this is not essential.
- You will be comfortable using MS SQL and Microsoft Office packages intermediate or advanced level excel.
- You may have previous experience of Microsoft Power BI or Tableau
- You will need a strong demonstrable ability to prioritise workloads and able to work in a fast-paced environment.
- You will have a “can do” and flexible approach to respond to changing priorities
- You will be confident in working closely with and influencing key stakeholders across the business by, gathering requirements, designing and building, testing and releasing relevant management information.
- You will have experience of working to tight deadlines/agreed service levels and meeting targets to ensure the effective delivery of service without compromising accuracy, quality, and volume.
- You will demonstrate clear and effective communication skills (both written and verbal).
- You will need to work well within a team and contribute positively, and regularly share knowledge and ideas.

### **Benefits:**

- 24 days holidays (rising to 27) plus bank holidays
- Bonus scheme – up to 10% of salary
- Long service incentive scheme.
- Private healthcare
- Health Cash plan
- Free on-site parking.

**Location** - Pudsey (walking distance from ASDA & M&S and a 4 min walk from New Pudsey Train Station)

**37.5 hours per week (Mon-Fri)** – *please note: due to Covid-19 social distancing measures, the successful candidate will be expected to work from home for the foreseeable future.*

Interviews for this position, will take place remotely to maintain social distancing via video-call(s).

### **Our promise to you**



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**We'll treat you as an individual** – You have unique strengths. We will do what we can to play to them.

**We'll keep listening & talking** – Communication is key in any relationship, and we truly value employee input.

**We'll help you grow** – We admire ambition. If you want to progress, we will help you find – and seize – opportunities.

**We'll keep it fun-** We thoroughly believe work should be enjoyable, and our company culture reflects that.

### NEXT STEPS

Please send your CV and covering letter to [careers@lanternuk.com](mailto:careers@lanternuk.com) and tell us why you want to join Lantern. We'll look forward to you joining our team.

***Due to the nature of our sector, any offer of employment will be conditional and subject to satisfactory background checks (DBS Basic and Credit file search).***