

## **About us**

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 [www.lanternuk.com/who-we-are](http://www.lanternuk.com/who-we-are).

## **About the role**

***Due to Covid-19, this role will initially be based at home.***

Our modern and bright offices are in Pudsey, and we are within walking distance from Asda and M&S. The train station at New Pudsey is a 4-minute walk.

39 hours per week on a 3-week rota (which includes 1 in 3 Saturdays 9am-2pm)

At Lantern, you'll enable our customers to find a sustainable solution to managing their personal debt.

- Communicating with our customers through both our voice and digital channels.
- Talking with customers using effective questioning and listening skills whilst demonstrating empathy and care and all the while finding a sustainable solution for them.
- Treating customers fairly and appreciating them at the heart of all that you do.
- Recognising vulnerable circumstances and ensuring that the correct outcome is achieved for the customer.
- Making outbound and inbound calls to negotiate appropriate, affordable payment plans to suit customer requirements whilst ensuring you follow important compliant, quality and security procedures.
- Demonstrating control and decisiveness in challenging situations
- Being a strong team player who can build lasting relationships with colleagues.

## **About you**

- You'll have strong customer service experience.
- You'll be able to demonstrate strong communication skills and have an excellent telephone manner.
- You'll have sharp active listening skills and close attention to detail.
- You'll demonstrate our values, putting the customer at the heart of everything you do.
- You'll have an empathetic manner and ability to quickly understand the customer's needs.

- You'll be organised and able to work towards set targets and KPIs.
- You'll ideally have gained some experience of dealing with vulnerable customers.
- You'll be self-motivated but also, able to work as part of a team.
- You'll have strong numerical, verbal and IT skills (ideally using CRM systems).

### **Desirable experience**

- You'll ideally have experience of working in a contact/call centre.
- You will be familiar with working from home arrangements this year and demonstrate a strong ability to work independently and with minimum supervision.
- You'll understand the FCA regulations and how they apply to our sector.

### **Benefits**

- 23 days holidays (rising to 25) plus bank holidays.
- Bonus scheme offering the potential to earn up to 25% of salary following successful completion of your probationary period.
- A very rewarding long-term incentive scheme.
- Healthcare cash plan.
- Employee Assistance program.
- Free on-site parking.
- A friendly environment to work in, where we recognise and reward great performance.

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

### **Our promise to you**

**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 by clicking the apply button 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).***