

## **About us**

Would you like to be part of a team that is passionate about delivering excellent customer service? We are proud of our reputation and the accolade we receive, including **Gold** awards for both Investor in Customers (IIC) and Investors in People (IIP), demonstrate our commitment to putting our customers and our colleagues at the heart of everything we do.

Lantern is respected and trusted leader in our sector, known by reputation for purchasing and recovering debt in a fair, reasonable and compliant way. Our expertise is supporting customers in vulnerable circumstances and we live by our HEART values (*honest, empathetic, accountable, reasonable & transparent*). Our success and considerable growth in recent years, is a result of our customers knowing and trusting us and, because of this, we are recognised as the specialist within our sector.

With significant investment in our future, and planned growth, we are creating exciting new opportunities for talented people to join our team. If you'd like to know more about us, why not visit our website [www.lanternuk.com/who-we-are/our-promise-to-you](http://www.lanternuk.com/who-we-are/our-promise-to-you)

## **About the role**

### **Customer Service Representative – contact centre**

*All roles are temporarily based at home.*

*When we start to return to the office, they are only a few minutes walking distance of New Pudsey train station and Owlcotes Asda and M&S. If you drive, we have free on-site car parking.*

Your hours of work will be 39 hours per week on a 3-week rota (which includes 1 in 3 Saturdays working 9am-2pm). During the week, the earliest start time will be 8am and the latest finish time will be 7pm).

You'll join Lantern on our training salary of £18,945 and once you have passed your probationary period, it will increase to £20,774.

So, what will you be doing?

- You'll be enabling our customers to find a sustainable solution to managing their personal debt.
- You'll use either telephone or digital (webchat, email) communication channels, when interacting with our customers.
- You'll demonstrate effective questioning and listening skills and really know what it means to show empathy, all the while finding a sustainable solution for them.
- You'll treat our customers fairly and put them at the heart of everything you say and do.
- You'll interact with customers in vulnerable circumstances and find the right outcome for them.

- You'll manage both inbound and outbound calls and you'll be able to negotiate the most reasonable and affordable plan for your customers.
- You'll be working in a highly regulated sector, so you'll need to follow instructions, handle your calls in a very compliant way, produce accurate information onto our systems, and follow strict quality and security procedures.
- You'll take control in challenging conversations whilst still putting the customer first.
- You'll have determination, resilience and a strength of character which will clearly reassure customers that they are in a safe pair of hands.

### **What you'll need**

- You'll have developed excellent customer services skills.
- You'll have an empathetic and approachable manner and sharp listening skills, so that you can pick up on verbal cues and clues.
- You'll be computer literate and have some experience of inputting customer data onto CRM systems.
- You'll be organised, and comfortable working to achieve targets which focus on quality, accuracy and compliance.
- You'll be able to find the best possible outcome for the customer.
- You'll ideally have previously handled customers in vulnerable circumstances.
- You'll be able to work within a team, but also independently, where necessary.
- You'll have the confidence to deal with complex calls and complaint handling.

You'll ideally have worked in a regulated environment where data protection, confidentiality, regulatory compliance and treating customers fairly have been your key priorities.

### **Salary and benefits**

- You'll receive a salary of £18,945 rising to £20,774 on successful completion of your probationary and training period.
- We offer 23 days holidays (rising to 25 with length of service) plus public holidays.
- You'll participate in our bonus scheme, which offers you the potential to earn an additional 25% of your salary, across the year, and paid monthly (following successful completion of your training / probationary period).
- You'll be invited to join our highly rewarding long-term incentive scheme.
- You'll receive a competitive Healthcare cash plan.
- We provide all colleagues with an Employee Assistance programme, for you and your family.
- We'll help you save for the future with a competitive pension scheme.
- We provide you with free on-site parking.
- You'll join a friendly team, with great people and a company that recognises and rewards high 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'll 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'll 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**

- Send us over your CV and covering email/letter by clicking the apply button and tell us why you want to join Lantern.

***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).***