

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

About the role

Customer Relations Officer

All roles are temporarily based at home.

When we do start to return to our office in Pudsey, it is only a few minutes' walk from New Pudsey train station and Owlcotes. If you drive, we have free on-site car parking.

Your hours of work will be 37.5 per week Monday to Friday within our core hours of 8am-6pm.

So, what will you be doing?

- You'll be dealing with customer complaints by responding to complaints and queries in our complaints mailbox, and completing relevant tasks to ensure that the complaint or query is closed.
- You'll conduct a thorough and impartial investigation to understand why the customer is dissatisfied and by understanding the situation and impact, you will deliver an outcome that is fair.
- You'll write a good standard of complaint final response which accurately acknowledges the concerns raised, explains your investigation and your findings, and responds fully to the concerns raised. You'll also need to provide the customer with details of next steps and the appropriate complaint referral rights.
- You'll work with other areas of the business to ensure that actions to remediate and close the complaint are completed correctly.
- Through good investigation, you'll be able to identify and document the root causes of customer complaints, proposing ideas for improvement to drive positive change to improve the customer experience for Lantern's customers.

- You'll be working in a highly regulated sector, so you'll need to be able to manage your caseload in line with the FCA's DISP complaint time limit and complaint resolution rules. You'll also need to comply with all business processes and policies.
- You'll build positive relationships with internal departments and also external parties where appropriate.

What you'll need

- *You'll have experience of with working in a FCA regulated environment.*
- *You'll have experience of working in complaints, compliance or collections environments.*
- *You'll have good knowledge the regulatory bodies and rules relating to consumer credit including CSA, FCA and ICO.*
- *You'll have the confidence to deal with complex complaint handling by knowing how to investigate the situation and be able to make sound decisions which deliver the right outcome.*
- *You'll be able to identify opportunities for early complaint resolution and you'll be able to call the customer directly.*
- *You'll have excellent attention to detail, an eye for accuracy and exceptional written and communication skills.*
- *You'll be able to manage and prioritise your own workload whilst meeting complaints resolution targets.*
- *You'll be able to work within a team, but also independently, where necessary.*

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 competitive salary commensurate with skills and experience.
- We offer 23 days holidays (rising to 25 with length of service) plus public holidays.
- You'll participate in our annual bonus scheme, which offers you the potential to earn an additional 10% of your salary.
- 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.
- You'll benefit from the security of a competitive life insurance policy.
- 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 (Employment references, DBS Basic and Credit file search).