

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

Fixed-term 6 months contract.

Annual salary: £17,374.50

37.5 hours per week (Monday – Friday within core business hours 8am-6pm)

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

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

You will be responsible for supporting our Customer Operations department by carrying out general administrative and office duties. You will need to ensure that customer records and internal CRM systems are accurately kept up to date with all relevant activity. You will be responsible for handling paperwork with adherence to GDPR regulation, ensuring correct processes are followed when processing sensitive data.

Key aspects of the Customer Support Administrator role will be to:

- Carry out general administrative duties (scanning, filing, shredding documents).
- Update and maintain internal CRM system.
- Ensure data is processed in accordance with GDPR regulation.
- Manage and administer internal requests.
- Administer the company write off procedure, including balance adjustments and reconciliation in a timely manner.
- Support internal departments by carrying out administrative tasks where required.
- Treat customers fairly at the heart of all you do.
- Comply with all relevant company policies, procedures, regulation, legislation and guidance and client contractual agreements.
- Achieve individual KPI's and contribute towards achieving team and departmental KPI's.
- Have a flexible approach.
- Build and maintain strong working relationships across departments within the company.
- Represent the interests of the company in a professional and competent manner.



LANTERN

DEBT WITH A HUMAN TOUCH

- To take responsibility for risk and compliance within the remit of your role.

Who are we looking for?

- You will have strong administration skills.
- You will have experience using CRM systems.
- You will be an intermediate user of Microsoft Office Packages including outlook, word, excel and power point.
- You will have clear and effective communication skills (both written and verbal) along with good literacy and numeracy skills.
- You will be able to prioritise workloads and work in a fast-paced environment whilst demonstrating excellent attention to detail skills.
- You will be able to work to tight deadlines/agreed service levels and meet targets to ensure the effective delivery of service without compromising accuracy, quality, and volume.
- You will have an understanding of working within the regulatory framework of the FCA.
- You will work well within a team and contribute positively to team engagement. You will actively support your team colleagues and regularly share knowledge and ideas.

Benefits:

- Annual holidays are 23 days (rising to 25) plus bank holidays.
- Healthcare cash plan.
- Employee Assistance program.
- Free on-site parking.

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).