



## **CUSTOMER DATA ADMINISTRATOR**

- **Pudsey LS28 – with great links to public transport and local amenities**
- **Salary: (negotiable, dependent on experience)**
- **10% of salary annual bonus**
- **Hybrid working arrangements (home and office)**
- **Profit share scheme**
- **23 days of annual leave (rising to 25 with service) + public holidays**
- **Competitive healthcare scheme**

### **About the role**

You'll use your high levels of attention to detail and 'getting it right first-time' approach to ensure all our customer data is loaded, reconciled, and managed to the highest standard. This will include communicating with Lantern's third-party suppliers, using our bespoke customer relationship management system (CRM database). Key activities of this role will be to regularly cleanse customer data, to ensure that information held is accurate and of the highest validation requirements and that it meets the needs of all data requesters. Key day to day responsibilities include: -

- Protecting the security and integrity of customer data files held on our CRM system
- Providing highly accurate and meaningful data to the correct request specification and within SLA.
- Verifying and reconciling invoices from 3<sup>rd</sup> party suppliers.
- Importing and exporting customer data onto the CRM platform
- Supporting the building and maintenance of all system configuration exercises, in line with company policy and business requirements.
- Providing first line guidance and advice to CRM users on how to use the data effectively.
- Loading and onboarding new data sets onto the CRM system.
- Identifying opportunities for improvement and continuous development of our processes.
- Building and maintaining all customer contact and communication templates.

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

- Experience of data importing and exporting using a complex CRM system.
- Experience of working in a data administration team.
- High level of skill in Microsoft packages, particularly Excel and SQL..
- Good working knowledge of Adobe Acrobat
- Confident and effective communication skills.
- Excellent levels of attention to detail to ensure your work is accurate and high quality, whilst working in a fast-paced environment.
- Be able to prioritise your workloads to ensure business needs are met and ensure all queries are satisfactorily resolved.
- Ideally have experience of working within an FCA regulated environment such as debt recovery or finance and have strong commercial awareness and an understanding of our sector.
- Have strong organisational skills and be able to work independently to achieve personal and company targets and KPIs.



- Be self-motivated but with the ability to work collaboratively with different teams across the business.
- Have a confident approach when liaising with internal stakeholders for ad hoc requests.
- Have worked in an ISO quality framework environment.

### **About Us**

Do you want to join a business that is driven in providing excellent service to our customers and to our team? Lantern is proud to have **GOLD** accreditations from both Investor in Customers (IIC) and Investors in People (IIP).

We're 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 in recent years. Our customers know and trust us, and because of this we're recognised as the specialist within our sector.

With significant investment, we're continuing our journey and creating exciting new opportunities for talented people to join our team, who are passionate about delivering brilliant customer service. If you'd like to know more about us, give our website a visit; [www.lanternuk.com/who-we-are/our-promise-to-you](http://www.lanternuk.com/who-we-are/our-promise-to-you).

### **Your benefits**

- A friendly office environment to work in with the ability to work from home.
- Great training, lots of support and being part of a team that regularly recognises and rewards great performance.
- Pension (plus free advice through an independent financial advisor to help you with your financial planning).
- Great benefits to enjoy with family members, from our healthcare, wellbeing and cash plan policy.
- Gym discounts.
- Employee and family assistance services.
- Life assurance.
- Free on-site parking.

### **Our promise to you**

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

**We'll keep listening and 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 culture reflects that.



### **Next Steps**

Please send your CV and a brief covering note telling us why you want to join Lantern to [careers@lanternuk.com](mailto:careers@lanternuk.com).

***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 check).***