**LEARNING AND DEVELOPMENT SPECIALIST**

* **Pudsey LS28 – with great links to public transport and local amenities**
* **Salary: £25-28,500.00 per annum (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 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).

**About the role**

The role of the Learning and Development Specialist is to take responsibility for delivering the employment cycle learning needs of all employees at Lantern, from management development through to improving team and colleague competency, including corporate and role specific induction programs, to ensure all colleagues are set up for success. You will support the Learning and Development Manager in the design, delivery and embedding of Lantern’s training strategy and agenda. Key responsibilities will include: -

* Planning, developing, delivering, and evaluating all learning initiatives, as set out by the Director of HR & Talent and the Learning and Development Manager, ensuring that they fundamental improve the customer experience, drive growth, and develop future capability.
* Helping to build a suite of learning content according to management and colleague needs and facilitate the delivery and completion of learning.
* Partnering with managers to create and implement future talent plans and provide ongoing support for individual growth.
* Working effectively with senior managers enabling them to react to changing business needs, through upskilling and improving capability across Lantern.
* Supporting the Learning and Development Manager, to deliver an e-learning system, which enables an enjoyable participative, and seamless colleague experience.
* Partnering with managers and subject matter experts across the business to design, deliver and embed regulatory knowledge and compliance to appropriate audiences.

and evidence the learning value, through a measured approach, using methodology such as the Kirkpatrick model, to evidence continuous improvement of skills and capability.

* Designing and delivering effective management development interventions to improve people manager capability and work closely with leaders to deliver bespoke coaching for individuals.
* Supporting colleagues undertaking apprenticeship training and providing regular updates of progress to the Learning and Development Manager.
* Responsibility for the design and delivery of an effective customer centric academy training program which aligns to fast paced operational expectations, SOPs and regulatory frameworks but also ensures that milestone measurements of success are put in place to support colleagues during their learning journey.
* Maintaining, reviewing, and updating all learning materials for which you are responsible for, to ensure they are continuously fit for purpose and align with business needs.
* Taking personal responsibility for administration and training record keeping.

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**What you’ll need**

* Significant experience in a training capacity, ideally, within a regulated environment, such as financial services.
* Strong communication and engagement skills, which get the best out of your learners.
* Have strong organisational skills and able to work independently and as part of a team.
* Ideally, you’ll have experience of training contact centre teams.
* Experience of designing and delivering management development training materials.
* Be an expert in train the trainer techniques to be able to train managers and SMEs in facilitation and coaching methods.
* Experience of managing e-learning platforms and providing MI to senior leaders.
* Strong influencing skills at all levels of a business.
* Have 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 workload to ensure business needs are met and ensure all queries are satisfactorily resolved.
* Desirable experience of working within a debt purchase/recovery debt recovery or finance and have strong commercial awareness and an understanding of our sector.

**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 keeping 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.

***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).***