



### **Customer Relations Officer**

- **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 days 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 will have a focus on dealing with customer complaints by responding to emails and queries in our complaints mailbox and completing relevant tasks to ensure that the complaint or query is closed.

- Conducting 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.
- Writing a good standard of complaint final response which accurately acknowledges the concerns raised, explains the investigation and findings, and responds fully to the concerns raised. The final response will also need to provide the customer with details of next steps and the appropriate complaint referral rights.
- Working with other areas of the business to ensure that actions to remediate and close the complaint are completed correctly.
- Through good investigation, and by having the ability to identify and document the root causes of customer complaints, propose ideas for improvement to drive positive change to improve the customer experience for Lantern's customers.
- As part of a company working in a highly regulated sector, managing your caseload in line with the FCA's DISP complaint time limit and complaint resolution rules is essential. There is also a requirement to comply with all business processes and policies at all times.
- Building positive relationships with internal departments and external parties where appropriate.



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

- Ideally have experience of with working in a FCA regulated environment.
- Have experience of working in complaints, compliance, or collections environments.
- Have good knowledge of the regulatory bodies and rules relating to consumer credit including CSA, FCA and ICO.
- 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.
- Be able to identify opportunities for early complaint resolution and to be able to call the customer directly.
- Have excellent attention to detail, an eye for accuracy and exceptional written and communication skills.
- To be able to manage and prioritise your own workload whilst meeting complaints resolution targets.
- To be able to work within a team, but also independently, where necessary.

### **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).



## **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 check).***