

DIALLER MANAGER

Due to the continued growth of our business, we're looking for an experienced Dialler Manager to join Lantern.

The successful candidate will use data analysis and operational expertise to drive the customer contact and data cleanse strategy, with a focus on customer journeys, collections performance and service levels. You will manage the activity planning schedule, maximising opportunities to connect to customers and optimise outbound dialing campaigns, whilst ensuring sufficient coverage across all other channels (such as, inbound calls, IVM, webchat & email) in a compliant manner.

Who are we?

We're a market leader in purchasing and recovering debt in a very fair and compliant way, and we've built a solid reputation for being the specialist in our sector. In turn, we've won some pretty impressive awards, including Investors in People (GOLD) and Investor in Customers (GOLD).

Our expertise in supporting vulnerable customers has contributed to our success and considerable growth in recent years and with continued investments, we're creating new opportunities for talented people who are passionate about delivering brilliant customer service to join our team. Why not visit our website www.lanternuk.com to hear what our customers and colleagues are saying about us.

What will you be doing?

Reporting to the Head of Operations, you'll be responsible for:

- Extracting and segmenting data from the customer database to import into the dialler.
- Design, monitoring and delivery of the operational dialler strategy maximising contact opportunities.
- Managing the day-to-day contact centre platform.
- Monitoring and managing an operational activity schedule, making tactical adjustments where necessary.
- Building and maintaining a scalable resource plan enabling operational management to resource effectively.
- Advising operational management on resource allocation day to day, to deliver the strategy.
- Monitoring and challenging the team and agent performance to ensure maximum productivity, reporting any issues to the Team Leaders for resolution, escalating to the Head of Operations where necessary.
- Ensuring a consistent and effective approach to data cleanse is undertaken to ensure we have the most recent customer data from reliable sources.

- Producing regular real-time performance and productivity and strategy data to support the operational management team.
- Analysing activity forecasts to identify gaps, improvements and changes.
- Working with stakeholders and suppliers around continuous improvement and data/technology developments.
- Taking accountability for reducing risk and demonstrating compliance within the remit of your role.

What you'll need

- A minimum of 2 years' experience working within a similar role.
- Excellent understanding of call centre platforms, FCA compliant collections strategies, data management and resourcing.
- Excellent analysis and excel skills.
- A thorough understanding of the OFCOM rules.
- MS Office experience, including MS Teams.
- Strong organisational skills.
- Self-motivated but with the ability to work collaboratively with different teams across the business.
- Excellent levels of attention to detail to ensure your work is accurate and of high quality.

A bit about you...

What we've mentioned above are really important attributes, but there's also some extra bits that we're looking for too:

- Demonstrating resilience and agility in your approach to work - we're fast paced and sometimes we'll need to juggle or prioritise.
- Being creative (think blank canvas!) – we love hearing new ideas from our colleagues about how we can do things better.
- Being friendly and flexible – we're big enough to make a difference, but small enough to care and a relatively small team. We all know each other by name and we're always there for each other so that we get the job done, even when we're asked to do something that's not always in our job description!
- Passion and initiative to progress your career in a company with a supportive and progressive team.

What's in it for you?

- **Up to £38,000.00** salary (DOE)
- 24 days holiday (rising to 27 with length of service, plus all public holidays).
- Annual bonus of up to 10% of salary
- Great benefits to enjoy with family members, from our healthcare, wellbeing and cash plan policy.

- Private medical insurance
- Gym discounts.
- Perks platform to enjoy retail discounts, free products and services and rewards.
- Competitive employee assistance program.
- Life assurance plan.
- Free on-site parking for when you're in the office (WFH options are available).
- A competitive pension plan (plus free advice through an independent financial advisor to help you with your financial planning and saving for your future).
- You'll get great training, lots of support and become part of a friendly team, that recognises and rewards high performance.

What makes us different?

- Casual dress code – every day!
- Health and Wellbeing platform.
- Office snacks and refreshments.
- Open plan 'living office' environment, and our "cosy room" for quiet contemplation or a "good book"!
- Summer and December parties.
- Opportunities to get involved in charity and wellbeing initiatives.
- Free fruit (to help with your 5 a day!)
- Lunch delivery service.
- We're people not job titles!
- We win really great awards – we actually need a bigger cabinet!

Our values are rooted in honesty, empathy and transparency – for our employees, our customers and our clients. That's why equality, diversity and inclusion are so important to us; because when we embrace different perspectives and give everyone the chance to be the best they can be, we can think in new, creative ways that grow and enhance our business.

We're committed to equal opportunities for everyone and we may collect relevant data for monitoring purposes during our candidate registration process. Be yourself, that's all we ask.

Please send your CV and an email telling us a bit more about you to careers@lanternuk.com